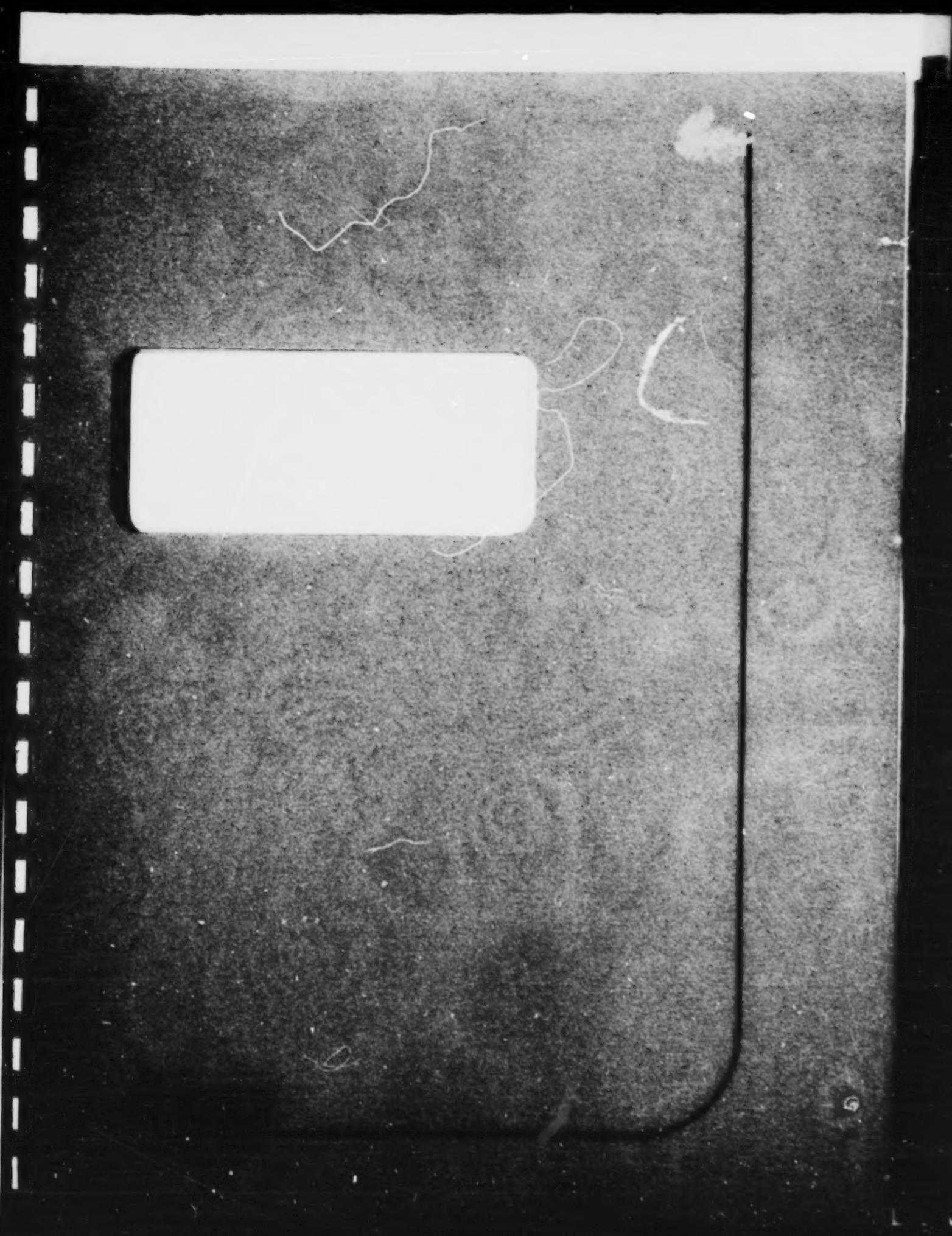

COLD LAKE-GRAND CENTRE
INTERMUNICIPAL CO-OPERATION STUDY

Residents' Opinion Survey

Alberta Municipal Affairs
Municipal Services Branch
Policy & Research Section

February 1985

PREFACE

This report presents tabulated data and some written analysis of the residents' opinion survey conducted in May 1984 in Cold Lake and Grand Centre.

The survey is part of the Cold Lake-Grand Centre Intermunicipal Co-operation Study. In that Study, the survey results have been used to supplement other information gathered.

In this report, the complete survey results are presented along with some selected cross-tabulations. The written analysis is confined to a descriptive form only. The Main Report of the Study should be consulted for further interpretation of the opinion survey results.

Policy and Research Section
February 1985

COLD LAKE-GRAND CENTRE RESIDENTS' OPINION SURVEY

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COLD LAKE-GRAND CENTRE RESIDENTS' OPINION SURVEY

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- Those for Cold Lake are prefixed with CL.
- Those for Grand Centre are prefixed with GC.
- See Section I. INTRODUCTION for further explanations.

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COLD LAKE-GRAND CENTRE RESIDENTS' OPINION SURVEY

SUMMARY

Introduction

The survey was administered to every fourth residence in Cold Lake and Grand Centre in conjunction with the towns' annual municipal census of 1984. Residents were asked to answer questions about their rating and use of local services, their opinions and general concerns on the town operations and their opinions on inter-municipal co-operation and possible amalgamation.

The response rate in Cold Lake was an impressive 97 per cent. The 213 usable questionnaires represent the views of about 12 per cent of the town's population over 15 years old and 25 per cent of the town's households.

In Grand Centre the response rate was considerably lower at 77 per cent. The 200 usable questionnaires for that town represent 6.3 per cent of the population over 15 and 17 per cent of the households.

The questionnaire results were analysed in terms of the overall response and in terms of selected cross-tabulations (that is, by type of respondent, by use of service, etc.). Percentage response rates were calculated for each question and, where applicable, an 'average response score' was calculated. The possible response score ranged from +2.0 (maximum satisfaction or agreement) to -2.0 (minimum satisfaction or agreement).

The respondent data (that is, age, sex, length of residency, etc.) was compared to the total data for the 1984 municipal census. Overall, the respondents to the survey represented a fair cross-section of the adult populations in both towns. The female population was somewhat over-represented while the population aged 15 to 25 years was under-represented in the survey.

General Satisfaction Opinions

The overall response pattern in both Cold Lake and Grand Centre indicated a general satisfaction with town administration, town council and overall municipal services. The satisfaction level (as measured by the average response scores) was lower for overall municipal services than for administration and council satisfaction.

The satisfaction level in Grand Centre was considerably lower than that in Cold Lake and Grand Centre respondents were much more likely than those in Cold Lake to reply with "no opinion."

The response to the 'increased taxes for increased services' statement was strongly negative in both towns, but especially so in Grand Centre.

Co-operation/Amalgamation Opinions

Cold Lake and Grand Centre respondents registered very similar results of strong agreement with the statement that the two towns should co-operate closely in the provision of local services.

Cold Lake respondents were basically split on the statement that amalgamation of the two towns would be a good idea, with the overall response score being slightly negative. In Grand Centre, however, respondents were quite strongly in favour of amalgamation.

Specific Service Satisfaction

The survey asked respondents to rate 12 different local services on a five-point scale from 'very good' to 'very bad.'

The services which received high ratings in both towns included garbage collection, fire protection, ambulance and library.

Police protection was rated more highly in Grand Centre than in Cold Lake. The reverse was true for social services, parks and playgrounds and recreation facilities with Cold Lake respondents giving those services a noticeably higher rating than Grand Centre respondents. That was particularly true for recreation facilities.

In both towns the services which received strongly negative ratings included road maintenance, snow removal and dog control. Road maintenance and snow removal were rated lower in Grand Centre than in Cold Lake while the opposite occured for dog control.

The average response scores for all twelve services combined indicated a marginally greater service satisfaction in Cold Lake compared to Grand Centre.

In Cold Lake, the most satisfied categories of respondents included renters and former residents of Grand Centre or Medley. The least satisfied included former residents of rural municipalities and those that had been residents for over five years

(although both these categories included a low number of respondents, that is, less than thirty).

In Grand Centre, the most satisfied with specific services included former residents of Cold Lake or Medley and those that had been residents for less than two years. At the opposite end were respondents who had always lived in Grand Centre (though their numbers were low) and those who had moved to Grand Centre from a major city.

General Comments

About 50 per cent of the respondents in both towns gave a reply to the one 'open-ended' question asking for any general comments or concerns.

In both towns, critical comments were prevalent on the service which was rated lowest - that is, road maintenance, including snow removal, dust control and paving requirements.

In Cold Lake, other issues prompting several comments included high utility rates, inadequate dog control, lack of in-town retail facilities, need for more recreation facilities, and complaints about the administration and public works department.

In Grand Centre, numerous comments were made about the need for better recreation and entertainment facilities, especially a swimming pool but also a bowling alley, theatre and children's facilities and programs. The town administration received several uncomplimentary remarks.

In both towns, a general concern about the cleanliness and appearance of the community was expressed. (See Appendix 2 for a complete listing of comments.)

COLD LAKE-GRAND CENTRE RESIDENTS' OPINION SURVEY

MAIN REPORT

I. INTRODUCTION

I.A. Description of Survey

A survey of Cold Lake and Grand Centre residents was undertaken as part of the study on inter-municipal co-operation between the two towns.

The survey consisted of a questionnaire administered to residents in conjunction with the towns' annual municipal census of May 1984. At every fourth residence, the census enumerators asked the occupants if they would be willing to answer questions about their rating and use of local municipal services, their opinions and general concerns on the town operations, and information on their age, sex, length of residency and type of residence they occupied. The anonymity of respondents was assured. (See Appendix 1 for the survey questionnaire.)

The questionnaire was designed by the Policy and Research Section of Alberta Municipal Affairs. That group also undertook the analysis of the results presented in this Report.

I.B. Response Rate

Most residents in both towns were extremely co-operative in answering the survey questions.

For Cold Lake, there were only three refusals and three others who were very recent arrivals in town from a total of 219

questionnaires. The 213 usable questionnaires represent a very high response rate - in excess of 97 per cent. The proportion of Cold Lake's population over 15 years of age represented by the 213 respondents is 11.8 per cent, while the proportion of households surveyed is 25.2 per cent.

The figures for Grand Centre were not quite as impressive. There were 47 refusals and 11 others who provided so few answers that the questionnaire responses were not usable. The 200 usable questionnaires, nevertheless, represent a healthy response rate of 77 per cent. The proportion of Grand Centre's population over 15 years of age represented by the 200 respondents is 6.3 per cent, while the proportion of households surveyed is 17.1 per cent.

For both Cold Lake and Grand Centre, the number of respondents represent an adequate sample from which to derive conclusions. Please note that not all of the respondents answered all of the questions; consequently, for some questions the total responses are less than the total number of usable questionnaires. That, however, does not greatly affect the survey analysis.

I.C. Description of Analysis

The analysis consisted of percentage response calculations for each question and for selected cross-tabulations of several variables (for example: length of residency with service satisfaction, service use with service ratings, etc.).

Several questions requested a response according to a set five-point scale; that is, from "very good" to "very bad" or from

"strongly agree" to "strongly disagree." For those questions, an 'average response score' was calculated excluding the "no opinion" responses.

The response score calculation involved multiplying the responses in each component of the scale by an assigned weighting factor and dividing the sum of the weighted responses by the total number of responses (excluding "no opinion"). The weighting factors assigned to the "very good" to "very bad" scale were as follows:

Very Good	+2 x	no. of responses
Good	+1 x	"
Average	0 x	"
Bad	-1 x	"
Very Bad	-2 x	"

Total divided by total responses

For the "strongly agree" to "strongly disagree" scale, responses in the middle category of "neither agree or disagree" were excluded as being equivalent to a "no opinion" response. The response score calculation for that scale was as follows:

Strongly Agree	+2 x no. of responses
Agree	+1 x no. of responses
Disagree	-1 x no. of responses
Strongly Disagree	-2 x no. of responses

Total divided by total responses

The possible range for the average response score for both sets of scales was from +2.00 to -2.00 with +2.00 representing maximum satisfaction or agreement.

The response score is intended to serve only as a simple comparative base for quickly evaluating the relative degree of satisfaction or agreement among different questions or different types of respondents. It is calculated as a tool for quick comparison and should not be viewed as an accurate statistical measure.

For some questions and cross-tabulations, the number of all responses totalled less than 30. For others, after the "no opinion" responses were excluded the response score was calculated from less than 30 responses. For those cases, the tabulated data include an * as a cautionary reminder that the results are derived from a low sample.

I.D. Presentation of Analysis

The tabulated data are presented in this Report with the Cold Lake data and the corresponding data for Grand Centre on the same page. The analysis commences with respondents data (that is, age, sex, length of residency, etc.) and proceeds from general opinion responses to specific service ratings.

Appendix 2 of this Report includes a listing of responses to the one 'open-ended' survey question asking for any general concerns or comments the respondent may have.

I.E. Source of Data

The source of all data presented is the survey questionnaire of May 1984, except for the total municipal census data which is from the Census Report 1984 for Bonnyville, Cold Lake and Grand Centre prepared by Alberta Municipal Affairs Planning Division (September 1984).

II. RESPONDENTS DATA

From 'transfer data' collected for the municipal census, the age, sex and length of residence of the respondents to the survey was determined. As well the type of dwelling and whether it was owned or rented was also determined. In this section that data from the questionnaire respondents are compared to that for the entire town collected for the 1984 municipal census.

The questionnaire included a question on previous place of residence. The results of that question are included in this section as well.

II.A. Sex and Age (see Table CL1 and GC1)

For both Cold Lake and Grand Centre, the proportion of female respondents is some 10 percentage points higher than the female proportion in the total towns' populations. Given that most questionnaires were administered to residents during working hours, the bias of the survey towards the female population is not unexpected.

The age groupings (15 years and older only) of respondents corresponds quite closely to that derived from the municipal census. There are, however, a noticeable lower proportion of respondents in both towns aged 15 to 25 compared to the census population. In most cases, the questionnaire was administered to the household head or spouse, so the low proportion under 25 years of age is not unexpected.

TABLE CL1
COLD LAKE SUMMARY DATA
Sex, Age, Dwelling Type, Tenancy Status

	SURVEY RESPONDENTS Number	Per Cent	MUNCIPAL CENSUS 84 Number	Per Cent
SEX				
Male	84	40.2	1,298	51.6
Female	125	59.8	1,217	48.4
AGE (>15yrs)				
15 to 25	37	17.8	478	26.2
26 to 35	65	31.3	520	28.5
36 to 45	43	20.7	363	19.9
46 to 65	46	22.1	319	17.5
over 65	17	8.2	146	8.0
DWELLING TYPE				
Single detached	162	77.5	665	75.1
Duplex, Town H.	20	9.6	107	12.1
Apartment	22	10.5	81	9.2
Mobile Home	2	1.0	17	1.9
Other	3	1.4	15	1.7
TENANCY STATUS				
Owner	143	68.4	587	67.5
Renter	66	31.6	283	32.5

TABLE GC1
GRAND CENTRE SUMMARY DATA
Sex, Age, Dwelling Type, Tenancy Status

	SURVEY RESPONDENTS Number	Per Cent	MUNCIPAL CENSUS 84 Number	Per Cent
SEX				
Male	83	41.7	1,693	53.0
Female	116	58.3	1,502	47.0
AGE (>15yrs)				
15 to 25	31	16.0	828	34.0
26 to 35	48	24.9	555	22.8
36 to 45	38	19.7	390	16.0
46 to 65	59	30.6	555	22.8
over 65	17	8.8	107	4.4
DWELLING TYPE				
Single detached	130	66.7	726	62.1
Duplex, Town H.	13	6.7	74	6.1
Apartment	19	9.7	163	14.0
Mobile Home	29	14.9	175	15.1
Other	4	2.0	31	2.6
TENANCY STATUS				
Owner	147	74.2	804	68.4
Renter	51	25.8	372	31.6

II.B. Type of Dwelling, Tenancy Status (see Tables CL1 and GC1)

The proportion of respondents by type of dwelling corresponds very closely to the proportions represented by the municipal census, especially in Cold Lake. In the Grand Centre survey there is slight over-representation of single detached housing and an under-representation of apartments.

This bias in the Grand Centre survey is reflected in the percentage of respondents by tenancy status where owners are over-represented. For Cold Lake, on the other hand, the owner/renter breakdown is virtually identical to the municipal census.

II.C. Length of Residency, Previous Place of Residence
(see Tables CL2 and GC2)

The largest proportion of respondents in Cold Lake, 45.5%, have lived there for two to five years, while 39.7 per cent have lived there for less than one year. In Grand Centre, the proportion of respondents living there for two to five years is larger at 61.9 per cent, while those living there for less than one year is 22.8 per cent.

Strictly comparable 1984 census data has not been tabulated but the municipal census report indicates that 53.9 per cent of Cold Lake residents arrived over two years ago while the figure for Grand Centre is 64.9 per cent. Those percentages correspond fairly closely to the two to five year bracket in both towns, especially when it is kept in mind that the census data includes the total population and, unlike the survey, is not restricted to adults.

For the previous residence data, the Cold Lake survey shows that 28.8 per cent used to live in Grand Centre or Medley, 30.7 per cent used to live in some other town, and 26.9 per cent arrived from a major city. Only 7.5 per cent have always lived in Cold Lake.

For Grand Centre, the comparable figures are 30.4 per cent from Cold Lake or Medley, 31.4 per cent from some other town, 20.8 per cent from a major city and only 5.6 per cent as having never moved.

TABLE CL2
COLD LAKE RESPONDENT DATA
Length of Residency, Previous Residence

	Number	Per Cent
LENGTH OF RESIDENCY		
< 3 months	15	7.2
3 to 6 months	46	22.0
6 to 12 months	22	10.5
1 to 2 years	14	6.7
2 to 5 years	95	45.5
5 to 10 years	9	4.3
> 10 years	8	3.8
PREVIOUS RESIDENCE		
MD 87 or ID 18	3	1.4
Another Rural	10	4.7
Grand Centre	29	13.7
Medley	32	15.1
Other Small Town	36	17.0
Larger Town	29	13.7
Major City	57	26.9
Never Moved	16	7.5

TABLE GC2
GRAND CENTRE RESPONDENT DATA
Length of Residency, Previous Residence

	Number	Per Cent
LENGTH OF RESIDENCY		
< 3 months	12	6.1
3 to 6 months	14	7.1
6 to 12 months	19	9.6
1 to 2 years	17	8.6
2 to 5 years	122	61.9
5 to 10 years	8	4.1
> 10 years	5	2.5
PREVIOUS RESIDENCE		
MD 87 or ID 18	7	3.6
Another Rural	16	8.1
Cold Lake	19	9.6
Medley	41	20.8
Other Small Town	44	22.3
Larger Town	18	9.1
Major City	41	20.8
Never Moved	11	5.6

II.D. Respondent Data Summary

Overall, the respondents to the survey represent a fair cross-section of the total adult population of Cold Lake and Grand Centre compared to the results of the 1984 municipal census. There is some bias towards the female population and, especially in Grand Centre, towards homeowners rather than renters. The 15 to 25 years age group is under-represented in the survey but that is not considered significant given the purpose and mechanics of the survey.

It is noteworthy that in both towns over 90 per cent of the respondents have lived there for five years or less. Roughly one-third of the respondents arrived from Medley and Cold Lake or Grand Centre while about one-quarter arrived from a major city.

The respondent data is used in the survey analysis for cross-tabulations of answers to determine if different types of residents have a different view of their towns' services and administration.

III. GENERAL SATISFACTION OPINIONS

One section of the questionnaire asked respondents their opinions on the following statements:

a) The general administration of local services in this town is satisfactory.

b) The town council handles local affairs in a satisfactory manner.

c) Overall, I am satisfied with the local services available to me.

d) In general, I am willing to pay more taxes in order to receive more or better services from the town.

Respondents were able to answer with one of the following:

1) strongly agree
2) agree
3) neither agree or disagree
4) disagree
5) strongly disagree
6) have no opinion.

In the analysis of the responses, the "neither agree or disagree" responses were grouped with the "no opinions." And recall from the Introduction section that the "no opinions" are excluded from the average response score calculation (maximum agreement = +2.00; maximum disagreement = -2.00).

III.A. General Administration Satisfaction (see Tables CL3 and GC3)

Overall, there was a high satisfaction with the general administration in Cold Lake. Over 60 per cent of all respondents replied that they strongly agreed or agreed with the given statement, while only 13 per cent replied disagree or strongly disagree. The average response score was 0.68.

Those respondents who had contacted the Cold Lake municipal office in the past year (53 per cent of all respondents) were more likely to offer an agree or disagree response than those who had not contacted the municipal office. The response score for the respondents who had contacted the office was slightly lower (i.e. less satisfaction) than those who had not, but the difference was negligible.

In Grand Centre, the overall satisfaction with general administration was reasonably high but not as high as in Cold Lake. None of the respondents were prepared to strongly agree with the statement and over one-third of them offered no opinion.

As in Cold Lake, the average response score was lower for those who had contacted the municipal office and those respondents were somewhat more likely to offer an opinion.

TABLE CL3
COLD LAKE RESPONDENT DATA
General Satisfaction with Town Administration

	Overall Response	Contacted Mun. Off. past year	No Contact Mun. Off. past year
No. of Responses	213	112	101
%Strongly Agree	3.8	4.5	3.0
%Agree	56.8	62.5	50.5
%Disagree	11.7	12.5	10.9
%Strongly Disagree	1.4	2.7	0.0
%No Opinion	26.1	17.9	35.7
Avg.Response Score	0.68	0.65	0.71

TABLE GC3
GRAND CENTRE RESPONDENT DATA
General Satisfaction with Town Administration

	Overall Response	Contacted Mun. Off. past year	No Contact Mun. Off. past year
No. of Responses	199	87	112
%Strongly Agree	0.0	0.0	0.0
%Agree	43.2	43.7	42.9
%Disagree	15.6	17.2	14.3
%Strongly Disagree	2.0	3.4	0.9
%No Opinion	39.2	35.6	41.9
Avg.Response Score	0.39	0.30	0.46

III.B. Town Council Satisfaction (see Tables CL4 and GC4)

Similar levels of satisfaction were indicated for the Cold Lake town council performance as for its general administration. Fifty-eight per cent of all respondents replied agree or strongly agree compared to 13.6 per cent who replied disagree or strongly disagree.

Those respondents who had attended a council meeting in the past year were more likely to offer an opinion with the agree opinions rising to 60.8 per cent but with the disagree opinions also rising to 21.7 per cent. The average response score drops to 0.53 compared with the slightly more favourable 0.63 from all respondents; however, the number of respondents who had attended a council meeting was only 23 which is a small sample size from which to draw any strong conclusions.

Grand Centre respondents showed similar levels of satisfaction with their town council as with the general administration with 42 per cent agreeing with the statement and 20 per cent disagreeing. There was a high percentage of no opinion responses and the response score levels were lower than in Cold Lake. As in Cold Lake, those respondents who had attended council meetings were slightly less impressed with the town council performance than those who had not, but the sample size was small.

TABLE CL4
COLD LAKE RESPONDENT DATA
General Satisfaction with Town Council

	Overall Response	Attended Coun.Meet past year	Not Attend Coun.Meet past year
No. of Responses	213	23*	190
%Strongly Agree	0.9	4.3*	0.5
%Agree	56.8	56.5*	56.8
%Disagree	13.1	21.7*	12.1
%Strongly Disagree	0.5	0.0*	0.5
%No Opinion	28.6	17.3*	30.0
Avg.Response Score	0.63	0.53*	0.64

TABLE GC4
GRAND CENTRE RESPONDENT DATA
General Satisfaction with Town Council

	Overall Response	Attended Coun.Meet past year	Not Attend Coun.Meet past year
No. of Responses	199	24*	175
%Strongly Agree	0.5	0.0*	0.6
%Agree	41.2	37.5*	41.7
%Disagree	14.6	16.7*	14.3
%Strongly Disagree	5.0	4.2*	5.1
%No Opinion	38.7	41.7*	38.3
Avg.Response Score	0.29	0.21*	0.30

III.C. General Services Satisfaction

Part 1 (see Tables CL5 & 6 and GC5 & 6)

A rather high level of satisfaction was expressed in Cold Lake for overall municipal services. All respondent categories shown in Tables CL5 and CL6 showed over 60 per cent giving agree responses. The overall response score of 0.54, however, was slightly lower than the 0.68 and 0.63 scored for administration and town council satisfaction.

In terms of the categories of respondents, the highest response scores were for renters, females, those aged 18-25 and those aged over 65. However, the renters and the youngest age group were more likely than other respondents to provide no opinion while the number of respondents over 65 years old represents a very small sample.

The lowest response scores were recorded for homeowners and for those in the middle age bracket of 36 to 45 years.

For Grand Centre, the response pattern is similar to that for the administration and town council responses; that is, a lower response score than in Cold Lake and a higher percentage of no opinion responses.

There was less of a range in the response score by categories of respondents than in Cold Lake and the high and low categories in Grand Centre are different. Grand Centre renters and females had the lowest response scores, along with those aged 36 to 45 years. The highest response scores (implying higher satisfaction) were from males and from those in the youngest and oldest age brackets.

TABLE CL5
COLD LAKE RESPONDENT DATA
General Satisfaction with Town Services - by Tenancy Status and Sex

	Overall Response	Owners Response	Renters Response	Male Response	Female Response
No. of Responses	213	143	66	84	125
%Strongly Agree	2.8	2.1	4.5	3.6	2.4
%Agree	62.4	63.6	59.1	59.5	64.0
%Disagree	16.9	19.6	10.6	16.7	16.8
%Strongly Disagree	2.8	3.5	1.5	4.8	1.6
%No Opinion	15.0	11.2	24.2	15.5	15.2
Avg.Response Score	0.54	0.46	0.72	0.48	0.58

TABLE GC5
GRAND CENTRE RESPONDENT DATA
General Satisfaction with Town Services - by Tenancy Status and Sex

	Overall Response	Owners Response	Renters Response	Male Response	Female Response
No. of Responses	200	147	51	83	116
%Strongly Agree	1.0	1.4	0.0	1.2	0.9
%Agree	48.0	51.7	37.3	51.8	45.7
%Disagree	16.0	18.4	9.8	13.3	18.1
%Strongly Disagree	3.5	2.7	5.9	3.6	3.4
%No Opinion	31.5	25.8	47.1	30.1	31.9
Avg.Response Score	0.39	0.41	0.30*	0.48	0.33

TABLE CL6
COLD LAKE RESPONDENT DATA
General Satisfaction with Town Services - by Age

	Overall Response	Age 18-25	Age 26-35	Age 36-45	Age 46-65	Age 65+
No. of Responses	213	37	65	43	46	17*
%Strongly Agree	2.8	0.0	4.6	2.3	0.0	11.8*
%Agree	62.4	56.8	58.5	60.5	71.7	70.6*
%Disagree	16.9	5.4	21.5	23.3	17.4	5.9*
%Strongly Disagree	2.8	0.0	3.1	4.7	4.3	0.0*
%No Opinion	15.0	37.8	12.3	9.3	6.5	11.8*
Avg.Response Score	0.54	0.83*	0.46	0.36	0.49	1.00*

TABLE GC6
GRAND CENTRE RESPONDENT DATA
General Satisfaction with Town Services - by Age

	Overall Response	Age 18-25	Age 26-35	Age 36-45	Age 46-65	Age 65+
No. of Responses	200	30	48	38	59	17*
%Strongly Agree	1.0	0.0	0.0	0	3.4	0.0*
%Agree	48.0	40.0	50.0	52.5	52.5	52.9*
%Disagree	16.0	10.0	18.8	18.6	18.6	17.6*
%Strongly Disagree	3.5	3.3	4.2	1.7	1.7	0.0*
%No Opinion	31.5	46.7	27.1	23.8	23.8	29.6*
Avg.Response Score	0.39	0.44*	0.31	0.29*	0.49	0.50*

III.D. General Services Satisfaction

Part 2 (see Tables CL7 & 8 and GC7 & 8)

The general satisfaction levels with Cold Lake town services, in terms of previous residency and length of residency, was highest for those who arrived from a major city, those who had never moved and those who had resided in Cold Lake for over 5 years. The range exhibited by all residency categories was relatively modest, from 0.40 to 0.69.

For Grand Centre, the major difference with Cold Lake was that those who had arrived from a major city had a response score which was among the lowest, rather than among the highest. As well, the range in response scores was considerably greater than in Cold Lake, from 0.17 to 1.00.

TABLE CL7
COLD LAKE RESPONDENT DATA
General Satisfaction with Town Services - by Previous Place of Residency

	Overall Response	Rural Municip.	Gr.Centre or Medley	Other Towns	Major City	Never Moved
No. of Responses	213	13*	61	65	57	16*
%Strongly Agree	2.8	0.0*	3.3	3.1	1.8	6.3*
%Agree	62.4	53.8*	60.7	60.0	68.4	62.5*
%Disagree	16.9	23.1*	16.4	18.5	17.5	6.3*
%Strongly Disagree	2.8	0.0*	1.6	6.2	0.0	6.3*
%No Opinion	15.0	23.1*	18.0	12.3	12.3	18.8*
Avg.Response Score	0.54	0.40*	0.58	0.40	0.62	0.69*

TABLE GC7
GRAND CENTRE RESPONDENT DATA
General Satisfaction with Town Services - by Previous Place of Residency

	Overall Response	Rural Municip.	Cold Lake or Medley	Other Towns	Major City	Never Moved
No. of Responses	200	23*	60	62	41	11*
%Strongly Agree	1.0	0.0*	0.0	3.2	0.0	0.0*
%Agree	48.0	47.8*	56.7	43.5	46.3	36.4*
%Disagree	16.0	26.1*	18.3	14.5	14.6	0.0*
%Strongly Disagree	3.5	4.3*	0.0	3.2	9.8	0.0*
%No Opinion	31.5	21.7*	25.0	35.5	29.2	63.7*
Avg.Response Score	0.39	0.17*	0.51	0.45	0.17*	1.00*

TABLE CLB
COLD LAKE RESPONDENT DATA
General Satisfaction with Town Services - by Length of Residency

	Overall Response	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	97	95	17*
%Strongly Agree	2.8	4.1	1.1	5.9*
%Agree	62.4	54.6	70.5	58.8*
%Disagree	16.9	17.5	17.9	5.9*
%Strongly Disagree	2.8	2.1	3.2	5.9*
%No Opinion	15.0	21.6	7.4	23.5*
Avg.Response Score	0.54	0.53	0.52	0.69*

TABLE GCB
GRAND CENTRE RESPONDENT DATA
General Satisfaction with Town Services - by Length of Residency

	Overall Response	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	200	62	122	13*
%Strongly Agree	1.0	0.0	1.6	0.0*
%Agree	48.0	37.1	50.8	69.2*
%Disagree	16.0	12.9	18.0	15.4*
%Strongly Disagree	3.5	4.8	3.3	0.0*
%No Opinion	31.5	45.2	26.3	15.4*
Avg.Response Score	0.39	0.26	0.40	0.64*

III.E. Willingness to Pay More for More Services
(see Tables CL9 and GC9)

In Cold Lake, over 50 per cent of all respondents would not be willing to pay more taxes in return for more or better services from the town. This may reflect not only an understandable aversion to taxation but also a general satisfaction with overall services as they are (as shown in earlier tables in this section).

Newer arrivals to Cold Lake were less strong in their disagreement with the increased taxes statement than longer-term residents - 41.2 per cent responding with disagree compared to 53.7 per cent for those being a resident for two to five years and 82.4 per cent for those being a resident for over five years. Also, newer residents were more likely to respond with "no opinion."

For Grand Centre, the response to the increased taxes statement was overwhelmingly negative with 76.4 per cent of all respondents replying with a disagree answer. This disagree opinion was strongly expressed with the percentage of 'no opinion' responses being the lowest of the four agree-disagree statements analysed in this section.

Newer arrivals to Grand Centre were only slightly less negative in their reaction to the increase of taxes statement than the longer-term residents.

TABLE CL9
COLD LAKE RESPONDENT DATA
Willingness to Pay More for Services - by Length of Residency

	Overall Response	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	97	95	17*
%Strongly Agree	1.4	2.1	0.0	5.9*
%Agree	21.1	20.6	23.2	5.9*
%Disagree	31.0	24.7	33.7	47.1*
%Strongly Disagree	19.2	16.5	20.0	35.3*
%No Opinion	27.3	36.1	23.2	5.9*
Avg.Response Score	-0.63	-0.52	-0.66	-1.19*

TABLE GC9
GRAND CENTRE RESPONDENT DATA
Willingness to Pay More for Services - by Length of Residency

	Overall Response	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	199	62	121	13*
%Strongly Agree	0.0	0.0	0.0	0.0*
%Agree	3.0	3.2	3.3	0.0*
%Disagree	21.1	22.6	19.8	23.1*
%Strongly Disagree	55.3	46.8	60.3	61.5*
%No Opinion	20.6	27.4	16.5	15.4*
Avg.Response Score	-1.62	-1.56	-1.64	-1.73*

III.F. General Satisfaction Opinions Summary

The overall response pattern in both Cold Lake and Grand Centre indicated a general satisfaction with town administration, town council and overall municipal services. It was quite noticeable, however, that the level of satisfaction in Grand Centre was considerably less than that in Cold Lake and Grand Centre respondents were much more likely to reply with "no opinion."

Of interest is that those respondents in both towns who had contacted the municipal office or attended a town council meeting in the past year registered a lower satisfaction score than other respondents. However, the sample size was small.

The response score for the satisfaction with overall municipal services was lower in both towns than the satisfaction with administration and town council performance. In Cold Lake, respondents who were renters, had arrived from a major city or were long-term residents expressed the highest satisfaction with services. In Grand Centre, on the other hand, the renters and those from a major city expressed the lowest satisfaction with services.

The response to the increased taxes for increased services statement was strongly negative in both towns, but especially so in Grand Centre. And that statement prompted Grand Centre respondents to offer opinions, with the 'no opinion' responses dropping sharply from that of the other statements.

IV. CO-OPERATION/AMALGAMATION OPINIONS

The following two statements were included in the questionnaire:

a) The Towns of Cold Lake and Grand Centre should co-operate closely in the provision of local services.

b) The possible amalgamation of Cold Lake and Grand Centre would be a good idea.

As with the 'satisfaction' statements, respondents were asked to give their opinion on the statement as:

1) strongly agree
2) agree
3) neither agree or disagree
4) disagree
5) strongly disagree
6) have no opinion.

In the tabulated results which follow, the 'neither agree or disagree' responses were grouped with the 'no opinions' for both the percentage response rates and the average response score calculations.

IV.A. Co-operation Opinions (see Tables CL10 and GC10)

The respondents in Cold Lake expressed a very strong agreement with the statement that Cold Lake and Grand Centre should co-operate in local services, with 78.4 per cent of all respondents replying with 'agree' or 'strongly agree.' Newer arrivals to Cold Lake were slightly less strong in their agreement than longer-term respondents, and they were more inclined to offer a 'no opinion' response.

Grand Centre respondents were equally as strong in their agreement on co-operation as Cold Lake respondents; in fact, the average response score for the overall response, at 1.01, is identical in both towns. For Grand Centre, however, there was twice as many no opinion responses as in Cold Lake and the agreement with co-operation dropped sharply for those respondents who had been in Grand Centre over five years (although the sample was low).

TABLE CL10
COLD LAKE RESPONDENT DATA
Opinions on Co-operation - by Length of Residency

	Overall Response	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	97	95	17*
%Strongly Agree	17.4	16.5	18.9	11.8*
%Agree	61.0	56.7	65.3	70.6*
%Disagree	4.2	5.2	3.2	0.0*
%Strongly Disagree	2.8	4.1	1.1	0.0*
%No Opinion	14.6	17.5	11.6	5.9*
Avg.Response Score	1.01	0.93	1.11	1.00*

TABLE GC10
GRAND CENTRE RESPONDENT DATA
Opinions on Co-operation - by Length of Residency

	Overall Response	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	200	62	122	13*
%Strongly Agree	22.0	17.7	24.6	23.1*
%Agree	40.0	29.0	48.4	15.4*
%Disagree	7.5	4.8	9.0	38.5*
%Strongly Disagree	2.0	1.6	5.7	0.0*
%No Opinion	28.5	46.8	19.7	23.1*
Avg.Response Score	1.01	1.06	1.10	0.30*

IV.B. Amalgamation Opinions
(see Tables CL11, 12 & 13 and GC11, 12 & 13)

The amalgamation statement prompted a split response from Cold Lake respondents, with 35.2 per cent agreeing and 42.7 per cent disagreeing. The result produced a marginally negative average response score.

Results were similar in terms of respondents by length of residency. In terms of respondents by previous place of residence, those who had always lived in Cold Lake and those who had moved from a major city registered a more negative response, while those who had moved from a surrounding rural municipality registered a fairly positive response.

Results by age group showed that those who were under 35 or over 65 were more favourably inclined towards amalgamation than those in the middle-age categories. (Please note the *, however, indicating a low sample.)

Grand Centre results were much different than those of Cold Lake, with 48.5 per cent agreeing with the amalgamation statement and only 17.0 per cent disagreeing. Those results produced a positive response score of 0.69, but over one-third of all respondents offered no opinion.

The positive response scores persisted through all types of respondents tabulated, with the highest agreement coming from respondents that had moved to Grand Centre from a major city, those aged 65 or older and those aged 18-25.

TABLE CL11
COLD LAKE RESPONDENT DATA
Opinions on Amalgamation - by Length of Residency

	Overall Response	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	97	95	17*
%Strongly Agree	8.9	12.4	7.4	0.0*
%Agree	26.3	23.7	26.3	35.2*
%Disagree	29.6	30.9	27.4	29.4*
%Strongly Disagree	13.1	13.4	14.7	5.8*
%No Opinion	22.0	19.6	24.2	29.4*
Avg.Response Score	-0.15	-0.12	-0.21	-0.08*

TABLE GC11
GRAND CENTRE RESPONDENT DATA
Opinions on Amalgamation - by Length of Residency

	Overall Response	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	200	62	122	13*
%Strongly Agree	17.5	11.3	19.7	30.8*
%Agree	31.0	24.2	36.9	25.4*
%Disagree	13.5	11.3	13.9	30.8*
%Strongly Disagree	3.5	4.8	2.5	0.0*
%No Opinion	34.5	50.0	27.1	23.1*
Avg.Response Score	0.69	0.55	0.79	0.60*

TABLE CL12
COLD LAKE RESPONDENT DATA
Opinions on Amalgamation - by Previous Place of Residency

	Overall Response	Rural Municip.	Gr.Centre or Medley	Other Towns	Major City	Never Moved
No. of Responses	213	13*	61	65	57	16*
%Strongly Agree	8.9	0.0*	8.2	12.3	10.5	0.0*
%Agree	26.3	46.2*	29.5	27.7	17.5	18.8*
%Disagree	29.6	23.1*	21.3	27.7	40.4	37.5*
%Strongly Disagree	13.1	0.0*	16.4	16.9	10.5	6.3*
%No Opinion	22.0	30.8*	24.6	15.4	21.1	37.5*
Avg.Response Score	-0.15	0.33*	-0.11	-0.11	-0.29	-0.50*

TABLE GC12
GRAND CENTRE RESPONDENT DATA
Opinions on Amalgamation - by Previous Place of Residency

	Overall Response	Rural Municip.	Cold Lake or Medley	Other Towns	Major City	Never Moved
No. of Responses	200	23*	60	62	41	11*
%Strongly Agree	17.5	13.0*	13.3	14.5	31.7	18.2*
%Agree	31.0	39.1*	33.3	29.0	31.7	9.1*
%Disagree	13.5	8.7*	18.3	17.7	4.9	9.1*
%Strongly Disagree	3.5	4.3*	5.0	3.2	0.0	9.1*
%No Opinion	34.5	34.8*	30.0	35.5	31.7	54.5*
Avg.Response Score	0.69	0.73*	0.45	0.53	1.32*	0.40*

TABLE CL13
COLD LAKE RESPONDENT DATA
Opinions on Amalgamation - by Age

	Overall Response	Age 18-25	Age 26-35	Age 36-45	Age 46-65	Age 65+
No. of Responses	213	37	65	43	46	17*
%Strongly Agree	8.9	8.1	12.3	7.0	6.5	11.8*
%Agree	26.3	32.4	21.5	30.2	21.7	29.4*
%Disagree	29.6	24.3	23.1	34.9	34.8	29.4*
%Strongly Disagree	13.1	10.8	16.9	11.6	15.2	5.9*
%No Opinion	22.0	24.3	26.1	16.3	21.7	23.5*
Avg.Response Score	-0.15	0.04	0.10	-0.17	-0.39	0.15*

TABLE GC13
GRAND CENTRE RESPONDENT DATA
Opinions on Amalgamation - by Age

	Overall Response	Age 18-25	Age 26-35	Age 36-45	Age 46-65	Age 65+
No. of Responses	200	30	48	38	59	17*
%Strongly Agree	17.5	16.7	18.8	15.8	20.3	17.6*
%Agree	31.0	23.3	35.4	28.9	27.1	41.2*
%Disagree	13.5	10.0	14.6	18.4	16.9	0.0*
%Strongly Disagree	3.5	0.0	2.1	2.6	6.8	0.0*
%No Opinion	34.5	50.0	29.2	34.2	28.9	41.2*
Avg.Response Score	0.69	0.93*	0.76	0.56*	0.52	1.30*

IV.C. Co-operation/Amalgamation Opinion Summary

Cold Lake and Grand Centre respondents registered very similar results of strong agreement for the co-operation statement, but results were quite different in regard to the amalgamation statement.

Cold Lake respondents were basically split on the amalgamation statement with the overall response being slightly negative. The most negative responses were from those who had moved to Cold Lake from a major city, those who had never moved and those aged 46-65 years.

In Grand Centre, respondents were quite strongly in favour of amalgamation, especially those in the youngest and oldest age groups and those who had moved from a major city.

As with the satisfaction statements analysed earlier, Grand Centre respondents registered a high (around one-third) of no opinion responses.

V. SERVICE RATINGS AND USE

Respondents were asked to rate 12 different local services on the following scale:

1) Very Good
2) Good
3) Average
4) Bad
5) Very Bad
6) No Opinion.

As well, they were asked their level of usage of five different services as:

1) at least once a week
2) at least once a month
3) at least once every two months
4) one to four times per year
5) never.

Also, they were asked whether or not they had required emergency response from the fire department, RCMP or ambulance service in the past year.

The responses to each of the 12 service satisfaction questions are analysed separately below. The responses from different categories of respondents - that is by tenancy status, length of residency and previous place of residence - are also tabulated for each service. The concluding part of this section provides an overall summary of the service ratings.

V.A. Fire Protection (see Tables CL14-16 and GC14-16)

In Cold Lake, fire protection is rated quite highly with 76.5 per cent of all respondents rating the service as 'good' or 'very good.'

There is little variation in the average response score among the various categories of respondents, except in those categories with a low number of responses. Those whose previous residence was in a rural municipality rated the service slightly lower than the overall response, while those who had always lived in Cold Lake and those who had been residents for over five years rated the fire protection service slightly higher.

Only seven of the 213 respondents had need of the fire protection service in the prior year. Their response score was lower than the overall response, but their numbers are too small for any conclusions to be drawn. None of those seven respondents rated the service as bad and none had 'no opinion.'

Virtually identical results are derived from Grand Centre respondents. Over 80 per cent rated the service as 'good' or 'very good' and there is even less of a variation in that rating among the respondent categories than in Cold Lake.

TABLE CL14
COLD LAKE RESPONDENTS DATA
Fire Protection Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	143	66	97	95	17*
%Very Good	27.7	31.5	21.2	23.7	30.5	41.2*
%Good	48.8	45.5	56.1	47.4	48.4	58.8*
%Average	15.5	15.4	15.2	16.5	16.8	0.0*
%Bad	0.5	0.7	0.0	0.0	1.1	0.0*
%Very Bad	0.0	0.0	0.0	0.0	0.0	0.0*
%No Opinion	7.5	7.0	7.6	12.4	3.2	0.0*
Avg.Response Score	1.12	1.16	1.07	1.08	1.12	1.41*

TABLE GC14
GRAND CENTRE RESPONDENTS DATA
Fire Protection Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	200	147	51	62	122	13*
%Very Good	14.5	16.3	9.8	14.5	13.9	23.1*
%Good	66.5	67.3	62.7	54.8	70.5	76.9*
%Average	11.5	9.5	17.6	17.7	9.6	0.0*
%Bad	0.5	0.7	0.0	0.0	0.8	0.0*
%Very Bad	0.5	0.7	0.0	0.0	0.8	0.0*
%No Opinion	6.5	5.4	9.8	12.9	4.1	0.0*
Avg.Response Score	1.01	1.04	0.91	0.96	1.01	1.23*

TABLE CL15
COLD LAKE RESPONDENTS DATA
Fire Protection Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Gr.Centre or Medley	Other Towns	Major City	Never Moved
No. of Responses	213	13*	61	65	57	16*
%Very Good	27.7	7.7*	27.9	16.9	33.3	37.5*
%Good	48.8	69.2*	49.2	41.5	49.1	56.3*
%Average	15.5	15.4*	13.1	23.1	14.0	0.0*
%Bad	0.5	0.0*	0.0	1.5	0.0	0.0*
%Very Bad	0.0	0.0*	0.0	0.0	0.0	0.0*
%No Opinion	7.5	15.4*	9.8	9.2	3.5	6.3*
Avg.Response Score	1.12	0.92*	1.16	0.98	1.05	1.40*

TABLE GC15
GRAND CENTRE RESPONDENTS DATA
Fire Protection Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Cold Lake or Medley	Other Towns	Major City	Never Moved
No. of Responses	200	23*	60	62	41	11*
%Very Good	14.5	12.5*	6.7	22.6	9.8	27.3*
%Good	66.5	69.6*	75.0	54.8	68.3	54.5*
%Average	11.5	4.3*	16.7	11.3	14.6	18.2*
%Bad	0.5	0.0*	1.7	0.0	0.0	0.0*
%Very Bad	0.5	4.3*	0.0	0.0	0.0	0.0*
%No Opinion	6.5	4.3*	3.3	11.3	7.3	0.0*
Avg.Response Score	1.01	1.00*	0.90	1.13	0.95	1.09*

TABLE CL16
COLD LAKE RESPONDENTS DATA
Fire Protection Service Rating by Use
(emergency response needed in past year)

	Overall Response	Response by users	Response by non-users
No. of Responses	213	7*	206
%Very Good	27.7	14.3*	28.2
%Good	48.8	57.1*	48.5
%Average	15.5	28.6*	15.0
%Bad	0.5	0.0*	0.5
%Very Bad	0.0	0.0*	0.0
%No Opinion	7.5	0.0*	7.8
Avg.Response Score	1.12	0.86*	1.13

TABLE GC16
GRAND CENTRE RESPONDENTS DATA
Fire Protection Service Rating by Use
(emergency response needed in past year)

	Overall Response	Response by users	Response by non-users
No. of Responses	200	16*	184
%Very Good	14.5	6.3*	15.2
%Good	66.5	81.3*	65.2
%Average	11.5	12.5*	11.4
%Bad	0.5	0.0*	0.5
%Very Bad	0.5	0.0*	0.5
%No Opinion	6.5	0.0*	7.1
Avg.Response Score	1.01	0.94*	1.01

V.B. Police Protection (see Tables CL17-19 and GC17-19)

Sixty-two per cent of Cold Lake respondents rated the police protection service as 'good' or 'very good' for an average response score of 0.73. The highest rating came from respondents who had previously resided in a major city or in Grand Centre or Medley (0.81), while the lowest rating (0.53) was from long-term residents (although their sample numbers were low).

Those respondents who had need of the police service in the prior year rated the service almost exactly the same as those who had not.

In Grand Centre, the service was rated somewhat higher than Cold Lake with 83 per cent rating it as 'good' or 'very good' for an average response score of 1.04. There was very little variation in the rating among the categories of respondents - from 0.91 for respondents who previously resided in Cold Lake or Medley to 1.18 for those who came from other towns. Users rated the police protection equally as high as non-users.

TABLE CL17

COLD LAKE RESPONDENTS DATA

Police Protection Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	143	66	97	95	17*
%Very Good	13.1	12.6	13.6	13.4	13.7	5.9*
%Good	49.3	51.0	47.0	50.5	48.4	52.9*
%Average	27.2	26.6	30.3	24.7	31.6	29.4*
%Bad	4.2	4.2	3.0	2.1	4.2	11.8*
%Very Bad	0.9	0.7	1.5	2.1	0.0	0.0*
%No Opinion	5.2	1.9	4.5	8.2	2.1	0.0*
Avg.Response Score	0.73	0.74	0.71	0.78	0.73	0.53*

TABLE GC17

GRAND CENTRE RESPONDENTS DATA

Police Protection Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	200	147	51	62	122	13*
%Very Good	19.5	21.8	11.8	16.1	21.3	15.4*
%Good	63.5	62.6	68.6	66.1	61.5	76.9*
%Average	14.0	13.6	13.7	12.9	14.8	7.7*
%Bad	0.0	0.0	0.0	0.0	0.0	0.0*
%Very Bad	0.5	0.7	0.0	0.0	0.8	0.0*
%No Opinion	2.5	1.4	5.9	4.8	1.6	0.0*
Avg.Response Score	1.04	1.06	0.98	1.03	1.04	1.08*

TABLE CL18
COLD LAKE RESPONDENTS DATA
Police Protection Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Gr.Centre or Medley	Other Towns	Major City	Never Moved
No. of Responses	213	13*	61	65	57	16*
%Very Good	13.1	7.7*	14.8	12.3	15.8	6.3*
%Good	49.3	76.9*	52.5	41.5	49.1	43.8*
%Average	27.2	0.0*	26.2	32.3	26.3	37.5*
%Bad	4.2	15.4*	3.3	3.1	3.5	6.3*
%Very Bad	0.9	0.0*	0.0	3.1	0.0	0.0*
%No Opinion	5.2	0.0*	3.3	7.7	5.3	6.3*
Avg.Response Score	0.73	0.77*	0.81	0.62	0.81	0.53*

TABLE GC18
GRAND CENTRE RESPONDENTS DATA
Police Protection Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Cold Lake or Medley	Other Towns	Major City	Never Moved
No. of Responses	200	23*	60	62	41	11*
%Very Good	19.5	17.4*	13.3	30.6	17.1	9.1*
%Good	63.5	69.6*	61.7	56.5	68.3	81.8*
%Average	14.0	13.0*	21.7	8.1	12.2	9.1*
%Bad	0.0	0.0*	0.0	0.0	0.0	0.0*
%Very Bad	0.5	0.0*	0.0	1.6	0.0	0.0*
%No Opinion	2.5	0.0*	3.3	3.2	2.4	0.0*
Avg.Response Score	1.04	1.04*	0.91	1.18	1.05	1.00*

TABLE CL19

COLD LAKE RESPONDENTS DATA
Police Protection Service Rating by use
(emergency response needed in past year)

	Overall Response	Response by users	Response by non-users
No. of Responses	213	30	183
%Very Good	13.1	16.7	12.6
%Good	49.3	46.7	49.7
%Average	27.2	26.7	27.3
%Bad	4.2	10.0	3.3
%Very Bad	0.9	0.0	1.1
%No Opinion	5.2	0.0	6.0
Avg.Response Score	0.73	0.70	0.74

TABLE GC19

GRAND CENTRE RESPONDENTS DATA
Police Protection Service Ratings
(emergency response needed in past year)

	Overall Response	Response by users	Response by non-users
No. of Responses	200	44	155
%Very Good	19.5	25.0	18.1
%Good	63.5	54.5	66.5
%Average	14.0	20.5	11.6
%Bad	0.0	0.0	0.0
%Very Bad	0.5	0.0	0.6
%No Opinion	2.5	0.0	3.2
Avg.Response Score	1.04	1.05	1.05

V.C. Ambulance (see Tables CL20-22 and GC20-22)

The ambulance service in Cold Lake also received a positive rating with 65.8 per cent rating it as 'good' or 'very good' for an average response score of 0.94.

Newer residents, renters and those from a major city tended to rate the ambulance slightly less favourably than other respondents. Only nine respondents had used the ambulance service in the prior year, but those nine gave it a very high rating with all of them rating it as at least 'good.'

In Grand Centre, the ambulance service received a strong favourable response with a 64.0 per cent 'good' or 'very good' rating and a response score of 0.87. The responses by the categories of respondents showed little range in the response score, except that former residents of Cold Lake or Medley were the least impressed (0.77) while former residents of other towns were the most impressed (1.00). As in Cold Lake, users of the service rated it higher than non-users.

TABLE CL20
COLD LAKE RESPONDENTS DATA
Ambulance Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	143	66	97	95	17*
%Very Good	14.6	14.7	15.2	9.3	21.1	11.8*
%Good	51.2	52.4	47.0	40.2	56.8	76.5*
%Average	17.4	14.7	24.2	25.8	10.5	11.8*
%Bad	0.5	0.7	0.0	0.0	1.1	0.0*
%Very Bad	0.5	0.0	1.5	0.0	1.1	0.0*
%No Opinion	16.0	17.5	12.1	24.7	9.5	0.0*
Avg.Response Score	0.94	0.98	0.84	0.78	1.06	1.00*

TABLE GC20
GRAND CENTRE RESPONDENTS DATA
Ambulance Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	200	147	51	62	122	13*
%Very Good	9.5	8.8	9.8	6.5	10.7	7.7*
%Good	57.5	59.2	52.9	51.6	57.4	84.6*
%Average	15.0	15.6	13.7	14.5	17.2	0.0*
%Bad	2.0	2.0	2.0	1.6	2.5	0.0*
%Very Bad	0.5	0.7	0.0	0.0	0.0	7.7*
%No Opinion	15.5	13.6	21.6	25.8	12.3	0.0*
Avg.Response Score	0.87	0.85	0.90	0.85	0.87	0.85*

TABLE CL21
COLD LAKE RESPONDENTS DATA
Ambulance Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Gr.Centre or Medley	Other Towns	Major City	Never Moved
No. of Responses	213	13*	61	65	57	16*
%Very Good	14.6	15.4*	18.0	16.9	8.8	12.5*
%Good	51.2	61.5*	44.3	46.2	56.1	75.0*
%Average	17.4	15.4*	16.4	18.5	21.1	6.3*
%Bad	0.5	0.0*	1.6	0.0	0.0	0.0*
%Very Bad	0.5	0.0*	0.0	0.0	1.8	0.0*
%No Opinion	16.0	7.7*	19.7	18.5	21.2	6.3*
Avg.Response Score	0.94	1.00*	0.98	0.98	0.80	1.07*

TABLE GC21
GRAND CENTRE RESPONDENTS DATA
Ambulance Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Cold Lake or Medley	Other Towns	Major City	Never Moved
No. of Responses	200	23*	60	62	41	11*
%Very Good	9.5	4.3*	1.7	17.7	7.3	18.2*
%Good	57.5	60.9*	60.0	46.8	68.3	54.5*
%Average	15.0	13.0*	16.7	14.5	17.1	9.1*
%Bad	2.0	4.3*	1.7	1.6	0.0	9.1*
%Very Bad	0.5	0.0*	0.0	0.0	2.4	0.0*
%No Opinion	15.5	17.4*	20.0	19.4	4.9	9.1*
Avg.Response Score	0.87	0.79*	0.77	1.00	0.82	0.90*

TABLE CL22
COLD LAKE RESPONDENTS DATA
Ambulance Service Rating by Use
(emergency response needed in past year)

	Overall Response	Response by users	Response by non-users
No. of Responses	213	9*	204
%Very Good	14.6	33.3*	13.7
%Good	51.2	66.7*	50.5
%Average	17.4	0.0*	18.1
%Bad	0.5	0.0*	0.5
%Very Bad	0.5	0.0*	0.5
%No Opinion	16.0	0.0*	16.7
Avg.Response Score	0.94	1.33*	0.92

TABLE GC22
GRAND CENTRE RESPONDENTS DATA
Ambulance Service Ratings - by Tenancy Status
(emergency response needed in past year)

	Overall Response	Response by users	Response by non-users
No. of Responses	200	17*	183
%Very Good	9.5	23.5*	8.2
%Good	57.5	58.8*	57.4
%Average	15.0	17.6*	14.8
%Bad	2.0	0.0*	2.2
%Very Bad	0.5	0.0*	0.5
%No Opinion	15.5	0.0*	16.9
Avg.Response Score	0.87	1.06*	0.85

TABLE CL21

COLD LAKE RESPONDENTS DATA

Ambulance Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Gr.Centre or Medley	Other Towns	Major City	Never Moved
No. of Responses	213	130	61	65	57	16*
%Very Good	14.6	15.4*	18.0	16.9	8.8	12.5*
%Good	51.2	61.5*	44.3	46.2	56.1	75.0*
%Average	17.4	15.4*	16.4	18.5	21.1	6.3*
%Bad	0.5	0.0*	1.6	0.0	0.0	0.0*
%Very Bad	0.5	0.0*	0.0	0.0	1.8	0.0*
%No Opinion	16.0	7.7*	19.7	18.5	21.2	6.3*
Avg.Response Score	0.94	1.00*	0.98	0.98	0.90	1.07*

TABLE GC21

GRAND CENTRE RESPONDENTS DATA

Ambulance Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Cold Lake or Medley	Other Towns	Major City	Never Moved
No. of Responses	200	23*	60	62	41	11*
%Very Good	9.5	4.3*	1.7	17.7	7.3	18.2*
%Good	57.5	60.9*	60.0	46.8	68.3	54.5*
%Average	15.0	13.0*	16.7	14.5	17.1	9.1*
%Bad	2.0	4.3*	1.7	1.6	0.0	9.1*
%Very Bad	0.5	0.0*	0.0	0.0	2.4	0.0*
%No Opinion	15.5	17.4*	20.0	19.4	4.9	9.1*
Avg.Response Score	0.87	0.79*	0.77	1.00	0.82	0.90*

TABLE CL22

COLD LAKE RESPONDENTS DATA
Ambulance Service Rating by Use
(emergency response needed in past year)

	Overall Response	Response by users	Response by non-users
No. of Responses	213	9*	204
%Very Good	14.6	33.3*	13.7
%Good	51.2	66.7*	50.5
%Average	17.4	0.0*	18.1
%Bad	0.5	0.0*	0.5
%Very Bad	0.5	0.0*	0.5
%No Opinion	16.0	0.0*	16.7
Avg.Response Score	0.94	1.33*	0.92

TABLE GC22

GRAND CENTRE RESPONDENTS DATA
Ambulance Service Ratings - by Tenancy Status
(emergency response needed in past year)

	Overall Response	Response by users	Response by non-users
No. of Responses	200	17*	183
%Very Good	9.5	23.5*	8.2
%Good	57.5	58.8*	57.4
%Average	15.0	17.6*	14.8
%Bad	2.0	0.0*	2.2
%Very Bad	0.5	0.0*	0.5
%No Opinion	15.5	0.0*	16.9
Avg.Response Score	0.87	1.06*	0.85

V.D. Road Maintenance (see Tables CL23 & 24 and GC 23 & 24)

The road maintenance service in Cold Lake received a strongly negative rating with only 10.8 per cent rating it on the 'good' side while 55.4 per cent rated it on the 'bad' side. The overall average response score was a dismal -0.65 with particularly poor ratings coming from long-term residents and those who had arrived from Grand Centre or Medley. The best rating was from previous residents of rural municipalities but even that was on the negative side (-0.31).

In Grand Centre, the road maintenance service was even more harshly rated with 60.5 per cent rating it as 'bad' or 'very bad' for a response score of -0.82. Renters, and those respondents from major cities or who had always lived in Grand Centre were more critical than respondents of other categories. As in Cold Lake, those respondents from rural municipalities gave the service the highest rating - but still a low -0.50.

Note the very low percentage of 'no opinion' in response to this service.

TABLE CL23

COLD LAKE RESPONDENTS DATA

Road Maintenance Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	143	66	97	95	17*
%Very Good	1.9	1.4	1.5	2.1	1.1	0.0*
%Good	8.9	9.8	6.1	8.2	8.4	11.8*
%Average	33.3	29.4	42.4	39.2	30.5	17.6*
%Bad	33.8	34.3	33.3	22.7	43.2	41.2*
%Very Bad	21.6	24.5	16.7	26.8	15.8	29.4*
%No Opinion	0.5	0.7	0.0	0.0	1.1	0.0*
Avg.Response Score	-0.65	-0.71	-0.58	-0.65	-0.65	-0.88*

TABLE GC23

GRAND CENTRE RESPONDENTS DATA

Road Maintenance Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	200	147	51	62	122	13*
%Very Good	1.0	1.4	0.0	0.0	1.6	0.0*
%Good	14.5	17.0	5.9	9.7	14.8	23.1*
%Average	23.5	25.2	17.6	24.2	23.8	15.4*
%Bad	23.0	21.1	29.4	30.6	19.7	23.1*
%Very Bad	37.5	35.4	45.1	33.9	40.2	38.5*
%No Opinion	0.5	0.0	2.0	1.6	0.0	0.0*
Avg.Response Score	-0.82	-0.72	-1.16	-0.90	-0.82	-0.77*

TABLE CL24

COLD LAKE RESPONDENTS DATA
Road Maintenance Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Gr.Centre or Medley	Other Towns	Major City	Never Moved
No. of Responses	213	13*	61	65	57	16*
%Very Good	1.9	0.0*	0.0	1.5	5.3	0.0*
%Good	8.9	15.4*	9.8	7.7	7.0	12.5*
%Average	33.3	46.2*	27.9	40.0	31.6	25.0*
%Bad	33.8	30.8*	31.1	33.8	38.6	31.3*
%Very Bad	21.6	7.7*	31.1	15.4	17.5	31.3*
%No Opinion	0.5	0.0*	0.0	1.5	0.0	0.0*
Avg.Response Score	-0.65	-0.31*	-0.84	-0.55	-0.56	-0.81*

TABLE GC24

GRAND CENTRE RESPONDENTS DATA
Road Maintenance Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Cold Lake or Medley	Other Towns	Major City	Never Moved
No. of Responses	200	23*	60	62	41	11*
%Very Good	1.0	0.0*	1.7	1.6	0.0	0.0*
%Good	14.5	21.7*	13.3	11.3	17.1	0.0*
%Average	23.5	26.1*	26.7	29.0	9.8	27.3*
%Bad	23.0	26.1*	21.7	22.6	29.3	9.1*
%Very Bad	37.5	21.7*	36.7	35.5	43.9	63.6*
%No Opinion	0.5	4.3*	0.0	0.0	0.0	0.0*
Avg.Response Score	-0.82	-0.50*	-0.78	-0.79	-1.00	-1.36*

V.E. Snow Clearing (see Tables CL25 & 26 and GC25 & 26)

In both Cold Lake and Grand Centre, the snow clearing service was rated somewhat better than road maintenance, but still at a negative score: -0.41 in Cold Lake, -0.64 in Grand Centre.

Cold Lake renters rated the service higher than owners, while long-term Cold Lake residents were the most critical. The best rating came from those residents who previously resided in a rural municipality.

In Grand Centre there was virtually no variation in the rating by tenancy status and length of residency, but previous residents of rural municipalities were less critical especially in comparison to those from a major city and those who had always resided in Grand Centre.

TABLE CL25
COLD LAKE RESPONDENTS DATA
Snow Clearing Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	143	66	97	95	17*
%Very Good	3.3	2.8	3.0	4.1	2.1	0.0*
%Good	17.8	14.0	27.3	17.5	18.9	17.6*
%Average	29.6	32.2	22.7	25.8	34.7	17.6*
%Bad	29.1	31.5	25.8	29.9	28.4	35.3*
%Very Bad	17.8	18.2	16.7	18.6	14.7	29.4*
%No Opinion	2.3	1.4	4.5	4.1	1.1	0.0*
Avg.Response Score	-0.41	-0.49	-0.27	-0.43	-0.35	-0.76*

TABLE GC25
GRAND CENTRE RESPONDENTS DATA
Snow Clearing Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	200	147	51	62	122	13*
%Very Good	1.5	1.4	0.0	0.0	1.6	0.0*
%Good	19.5	17.0	35.9	19.4	18.9	30.8*
%Average	25.5	27.2	21.6	24.2	27.0	15.4*
%Bad	20.0	23.1	9.8	25.8	17.2	15.4*
%Very Bad	33.0	31.3	39.2	29.0	35.2	38.5*
%No Opinion	0.5	0.0	2.0	1.6	0.0	0.0*
Avg.Response Score	-0.64	-0.66	-0.62	-0.66	-0.66	-0.62*

TABLE CL26
COLD LAKE RESPONDENTS DATA
Snow Clearing Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Gr.Centre or Medley	Other Towns	Major City	Never Moved
No. of Responses	213	13*	61	65	57	16*
%Very Good	3.3	0.0*	4.9	1.5	5.3	0.0*
%Good	17.8	30.8*	19.7	16.9	14.0	18.3*
%Average	29.6	30.8*	18.0	40.0	29.8	31.3*
%Bad	29.1	23.1*	37.7	29.2	24.6	18.3*
%Very Bad	17.8	7.7*	18.0	10.8	22.8	31.3*
%No Opinion	2.3	7.7*	1.6	1.5	3.5	0.0*
Avg.Response Score	-0.41	-0.08*	-0.45	-0.31	-0.47	-0.63*

TABLE GC26
GRAND CENTRE RESPONDENTS DATA
Snow Clearing Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Cold Lake or Medley	Other Towns	Major City	Never Moved
No. of Responses	200	23*	60	62	41	11*
%Very Good	1.5	0.0*	1.7	1.6	0.0	0.0*
%Good	19.5	21.7*	16.7	24.2	22.0	0.0*
%Average	25.5	47.8*	25.0	27.4	12.2	18.2*
%Bad	20.0	17.4*	20.0	22.6	17.1	18.2*
%Very Bad	33.0	13.0*	36.7	24.2	46.3	63.6*
%No Opinion	0.5	0.0*	0.0	0.0	2.4	0.0*
Avg.Response Score	-0.64	-0.22*	-0.73	-0.44	-0.90	-1.45*

V.F. Garbage Collection (see Tables CL27 & 28 and GC27 & 28)

Most respondents in both towns were well satisfied with the garbage collection service with 86 per cent in Cold Lake and 89 per cent in Grand Centre rating it as 'good' or 'very good.'

In both towns, renters and long-term residents (over 5 years or having always lived in the towns) were somewhat less impressed with the service than other respondents, but even they gave ratings approaching 1.00 or better.

TABLE CL27

COLD LAKE RESPONDENTS DATA

Garbage Collection Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	143	66	97	95	17*
%Very Good	30.0	34.3	19.7	29.9	28.4	35.3*
%Good	56.3	54.5	60.6	60.8	54.7	41.2*
%Average	8.5	7.7	10.6	4.1	12.6	11.8*
%Bad	0.9	1.4	0.0	0.0	1.1	5.9*
%Very Bad	0.9	0.7	1.5	1.0	0.0	5.9*
%No Opinion	3.3	1.4	7.6	4.1	3.2	0.0*
Avg.Response Score	1.17	1.22	1.05	1.24	1.14	0.94*

TABLE GC27

GRAND CENTRE RESPONDENTS DATA

Garbage Collection Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	200	147	51	62	122	13*
%Very Good	42.0	46.3	29.4	30.6	48.4	30.8*
%Good	47.0	18.3	43.1	51.6	44.3	53.8*
%Average	8.0	4.1	19.6	12.9	4.9	15.4*
%Bad	0.5	0.7	0.0	0.0	0.8	0.0*
%Very Bad	1.5	0.7	3.9	1.6	1.6	0.0*
%No Opinion	1.0	0.0	3.9	3.2	0.0	0.0*
Avg.Response Score	1.29	1.39	0.98	1.13	1.37	1.15*

TABLE CL28

COLD LAKE RESPONDENTS DATA

Garbage Collection Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Gr.Centre or Medley	Other Towns	Major City	Never Moved
No. of Responses	213	13*	61	65	57	16*
%Very Good	30.0	23.1*	29.5	27.7	31.6	37.5*
%Good	56.3	46.2*	59.0	61.5	56.1	37.5*
%Average	8.5	7.7*	9.8	6.2	8.8	12.5*
%Bad	0.9	0.0*	0.0	1.5	0.0	6.3*
%Very Bad	0.9	0.0*	1.6	0.0	0.0	6.3*
%No Opinion	3.3	23.1*	0.0	3.1	3.5	0.0*
Avg.Response Score	1.17	1.20*	1.15	1.19	1.24	0.94*

TABLE GC28

GRAND CENTRE RESPONDENTS DATA

Garbage Collection Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Cold Lake or Medley	Other Towns	Major City	Never Moved
No. of Responses	200	23*	60	62	41	11*
%Very Good	42.0	43.5*	51.7	45.2	26.8	27.3*
%Good	47.0	47.8*	41.7	43.5	56.1	54.5*
%Average	8.0	8.7*	6.7	6.5	9.8	18.2*
%Bad	0.5	0.0*	0.0	0.0	2.4	0.0*
%Very Bad	1.5	0.0*	0.0	3.2	2.4	0.0*
%No Opinion	1.0	0.0*	0.0	1.6	2.4	0.0*
Avg.Response Score	1.29	1.35*	1.45	1.30	1.05	1.09*

V.G. Local Social Services (see Tables CL29-31 and GC29-31)

Firstly, note the relatively high percentage of respondents who answered with 'no opinion,' especially in Grand Centre.

In both Cold Lake and Grand Centre, social services received quite favourable ratings: 0.93 in Cold Lake and 0.78 in Grand Centre. There was little significant variation in those ratings among the categories of respondents, except in those categories with a low number of respondents (that is, residents over five years, residents from a rural municipality and residents who had never moved).

Few respondents classified themselves as users of social services, but for those that were weekly users the rating was higher than the overall response. The reverse is true for those who were users once a month or less but that could be a quirk due to the low number of user-respondents. Of note is the fact that users were much more inclined to offer an opinion on the service than non-users.

TABLE CL29
COLD LAKE RESPONDENTS DATA
Social Services Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	143	66	97	95	17*
%Very Good	13.6	11.9	18.2	12.4	16.8	5.9*
%Good	39.4	42.0	34.8	36.1	43.2	41.2*
%Average	16.9	18.9	12.1	16.5	15.8	23.5*
%Bad	0.0	0.0	0.0	0.0	0.0	0.0*
%Very Bad	0.5	0.0	1.5	1.0	0.0	0.0*
%No Opinion	29.6	27.3	33.3	34.0	24.2	29.4*
Avg.Response Score	0.93	0.90	1.02	0.89	1.01	0.75*

TABLE GC29
GRAND CENTRE RESPONDENTS DATA
Social Services Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	200	147	51	62	122	13*
%Very Good	7.0	7.5	5.9	8.1	6.6	20.0*
%Good	37.5	36.1	41.2	37.1	36.9	46.2*
%Average	11.5	10.9	13.7	6.5	13.1	23.1*
%Bad	3.5	3.4	3.9	3.2	3.3	7.7*
%Very Bad	0.5	0.7	0.0	0.0	0.8	0.0*
%No Opinion	40.0	41.5	35.3	45.2	39.3	15.4*
Avg.Response Score	0.78	0.79	0.76	0.91	0.74	0.64*

TABLE CL30
COLD LAKE RESPONDENTS DATA
Social Services Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Gr.Centre or Medley	Other Towns	Major City	Never Moved
No. of Responses	213	13*	61	65	57	16*
%Very Good	13.6	7.7*	11.5	16.9	14.0	6.3*
%Good	39.4	23.1*	42.6	36.9	38.6	56.3*
%Average	16.9	23.1*	11.5	11.5	24.6	31.3*
%Bad	0.0	0.0*	0.0	0.0	0.0	0.0*
%Very Bad	0.5	0.0*	0.0	0.0	0.0	0.0*
%No Opinion	29.6	46.2*	34.4	33.8	22.8	6.3*
Avg.Response Score	0.93	0.71*	1.00	1.07	0.86	0.73*

TABLE GC30
GRAND CENTRE RESPONDENTS DATA
Social Services Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Cold Lake or Medley	Other Towns	Major City	Never Moved
No. of Responses	200	23*	60	62	41	11*
%Very Good	7.0	8.7*	5.0	11.3	4.9	0.0*
%Good	37.5	43.5*	38.3	41.9	26.8	27.3*
%Average	11.5	13.0*	8.3	12.9	14.6	9.1*
%Bad	3.5	0.0*	3.3	1.6	4.9	18.2*
%Very Bad	0.5	0.0*	1.7	0.0	0.0	0.0*
%No Opinion	40.0	34.8*	43.3	32.3	48.8	45.5*
Avg.Response Score	0.78	0.93*	0.74	0.93	0.62*	0.17*

TABLE CL31

COLD LAKE RESPONDENTS DATA

Social Services Service Ratings by Amount of Use

	Overall Response	at least once/wk.	Other users	Non-users
No. of Responses	213	28*	30	155
%Very Good	13.6	39.3*	10.0	9.7
%Good	39.4	46.4*	53.3	35.5
%Average	16.9	7.1*	26.7	16.8
%Bad	0.0	0.0*	0.0	0.0
%Very Bad	0.5	0.0*	0.0	0.6
%No Opinion	29.6	7.1*	10.0	37.4
Avg.Response Score	0.93	1.35*	0.81*	0.86

TABLE GC31

GRAND CENTRE RESPONDENTS DATA

Social Services Service Ratings - by Amount of Use

	Overall Response	at least once/wk.	Other users	Non-users
No. of Responses	200	16*	25*	158
%Very Good	7.0	12.5*	4.0*	7.0
%Good	37.5	62.5*	60.0*	31.0
%Average	11.5	12.5*	12.0*	11.4
%Bad	3.5	6.3*	8.0*	2.5
%Very Bad	0.5	0.0*	0.0*	0.6
%No Opinion	40.0	6.3*	16.0*	47.5
Avg.Response Score	0.78	0.87*	0.71*	0.78

V.H. Parks and Playgrounds (see Tables CL32-34 and GC32-34)

In Cold Lake, a fairly favourable response was derived for local parks and playgrounds with 60.5 per cent rating them as 'good' or 'very good' compared to only 3.8 per cent as 'bad' or 'very bad.'

Renters tended to rate the service slightly higher than overall respondents (0.91 compared to 0.78), but they were also more likely to offer a 'no opinion' response. Those from a rural municipality had a lower rating (0.30) but their numbers were few and one in four replied with 'no opinion.' Parks use was quite high with 65 per cent of all respondents using them at least once per week. Their opinions reflected the overall result.

In Grand Centre, the parks rating was also favourable with 46 per cent replying 'good' or 'very good' for an overall rating of 0.53, but nearly one-quarter offered 'no opinion.' There was little significant variation in the response scores of the various respondent categories except that those from a major city were less impressed than other respondents. Parks use was much lower than in Cold Lake with 32 per cent being weekly users.

TABLE CL32
COLD LAKE RESPONDENTS DATA
Parks and Playgrounds Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	143	66	97	95	17*
%Very Good	11.7	12.6	10.6	9.3	14.7	11.8*
%Good	48.8	46.2	54.5	55.7	41.1	52.9*
%Average	23	26.6	15.2	21.6	24.2	23.5*
%Bad	3.3	4.2	1.5	2.1	3.2	11.8*
%Very Bad	0.5	0.7	0.0	1.0	0.0	0.0*
%No Opinion	12.7	9.8	18.2	10.3	16.8	0.0*
Avg.Response Score	0.78	0.73	0.91	0.78	0.81	0.65*

TABLE GC32
GRAND CENTRE RESPONDENTS DATA
Parks and Playgrounds Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	200	147	51	62	122	13*
%Very Good	4.5	3.4	7.8	6.5	3.3	7.7*
%Good	41.5	40.8	43.1	43.5	41.0	38.5*
%Average	23.0	23.8	21.6	21.0	24.6	15.4*
%Bad	6.0	5.4	7.8	4.8	7.4	0.0*
%Very Bad	2.0	2.0	2.0	1.6	0.8	15.4*
%No Opinion	23.0	24.5	17.6	22.6	23.0	23.1*
Avg.Response Score	0.53	0.50	0.57	0.65	0.50	0.30*

TABLE CL33

COLD LAKE RESPONDENTS DATA

Parks and Playgrounds Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Gr.Centre or Medley	Other Towns	Major City	Never Moved
No. of Responses	213	13*	61	65	57	16*
%Very Good	11.7	0.0*	11.5	15.4	10.5	12.5*
%Good	48.8	38.5*	52.5	41.5	49.1	68.8*
%Average	23	30.8*	23.0	24.6	21.1	18.8*
%Bad	3.3	0.0*	3.3	4.6	3.5	0.0*
%Very Bad	0.5	7.7*	0.0	0.0	0.0	0.0*
%No Opinion	12.7	23.1*	9.8	13.8	15.8	0.0*
Avg.Response Score	0.78	0.30*	0.80	0.79	0.79	0.81*

TABLE GC33

GRAND CENTRE RESPONDENTS DATA

Parks and Playgrounds Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Cold Lake or Medley	Other Towns	Major City	Never Moved
No. of Responses	200	23*	60	62	41	11*
%Very Good	4.5	4.3*	3.3	6.5	4.9	0.0*
%Good	41.5	47.8*	40.0	43.5	36.6	36.4*
%Average	23.0	21.7*	21.7	24.2	26.8	18.2*
%Bad	6.0	4.3*	3.3	8.1	9.8	0.0*
%Very Bad	2.0	0.0*	0.0	0.0	7.3	9.1*
%No Opinion	23.0	21.7*	31.7	17.7	14.6	36.4*
Avg.Response Score	0.53	0.67*	0.63	0.39	0.26	0.29*

TABLE CL34
COLD LAKE RESPONDENTS DATA
Parks and Playgrounds Service Ratings by Amount of Use

	Overall Response	at least once/wk.	Other users	Non-users
No. of Responses	213	139	41	33
%Very Good	11.7	12.9	14.6	3.0
%Good	48.8	54.0	48.8	27.3
%Average	23.0	23.7	22.0	21.2
%Bad	3.3	5.0	0.0	0.0
%Very Bad	0.5	0.7	0.0	0.0
%No Opinion	12.7	3.6	14.6	48.5
Avg.Response Score	0.77	0.76	0.91	0.65+

TABLE GC34
GRAND CENTRE RESPONDENTS DATA
Parks and Playgrounds Service Ratings by Amount of Use

	Overall Response	at least once/wk.	Other users	Non-users
No. of Responses	200	64	52	84
%Very Good	4.5	3.1	9.6	2.4
%Good	41.5	48.4	46.2	33.3
%Average	23.0	37.5	25.0	10.7
%Bad	6.0	6.3	7.7	4.8
%Very Bad	2.0	0.0	1.9	3.6
%No Opinion	23.0	4.7	9.6	45.2
Avg.Response Score	0.53	0.51	0.60	0.48

V.I. Recreation Facilities (see Tables CL35-38 and GC35-38)

In Cold Lake, recreation facilities were rated modestly favourable with 46 per cent of respondents replying with a 'good' or 'very good.' There is little significant variation in the overall response score of 0.44 among the respondent categories.

The ratings of recreation facilities by summer and winter users, at least by those that were users once per week or once per month, were slightly more favourable than the ratings by non-users. The 'no opinion' response rate among non-users was much higher than that of users.

In Grand Centre, the ratings of recreation facilities were split, with 28 per cent as 'good' or 'very good' and 20.5 per cent as 'bad' or 'very bad.' As a result, the overall response score hits the middle ground at 0.03. Some variation in scores occured among the respondent categories with residents of less than 2 years giving a more positive rating, while long-term residents and those from a major city being more critical.

Users of recreation facilities both in summer and winter were less numerous than in Cold Lake. In general, they gave a higher rating to the facilities than non-users, especially in regard to summer use.

TABLE CL35

COLD LAKE RESPONDENTS DATA

Recreation Facilities Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	143	66	97	95	17*
%Very Good	6.1	6.3	6.1	5.2	7.4	5.9*
%Good	39.9	38.5	42.4	39.2	43.2	23.5*
%Average	27.2	31.5	18.2	24.7	24.2	58.8*
%Bad	11.3	11.2	12.1	10.3	14.7	0.0*
%Very Bad	1.4	1.4	1.5	2.1	0.0	5.9*
%No Opinion	14.1	11.2	19.7	18.6	10.5	5.9*
Avg.Response Score	0.44	0.42	0.49	0.43	0.48	0.25*

TABLE GC35

GRAND CENTRE RESPONDENTS DATA

Recreation Facilities Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	200	147	51	62	122	13*
%Very Good	2.5	1.4	5.9	8.1	0.0	0.0*
%Good	25.5	25.9	23.5	29.0	23.8	23.1*
%Average	34.5	34.7	35.3	32.3	36.9	23.1*
%Bad	13.0	13.6	11.8	8.1	14.8	23.1*
%Very Bad	7.5	5.4	13.7	6.5	7.4	15.4*
%No Opinion	17.0	19.0	9.8	29.0	26.2	0.0*
Avg.Response Score	0.03	0.05	-0.04	0.34	-0.08	-0.31*

TABLE CL36

COLD LAKE RESPONDENTS DATA

Recreation Facilities Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Gr.Centre or Medley	Other Towns	Major City	Never Moved
No. of Responses	213	13*	61	65	57	16*
%Very Good	6.1	0.0*	6.6	7.7	5.3	6.3*
%Good	39.9	38.5*	44.3	36.9	38.6	43.8*
%Average	27.2	46.2*	23.0	26.2	26.3	43.8*
%Bad	11.3	0.0*	14.8	9.2	15.8	0.0*
%Very Bad	1.4	0.0*	1.6	3.1	0.0	0.0*
%No Opinion	14.1	15.4*	11.5	16.9	14.0	6.3*
Avg.Response Score	0.44	0.45*	0.44	0.44	0.39	0.60*

TABLE GC36

GRAND CENTRE RESPONDENTS DATA

Recreation Facilities Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Cold Lake or Medley	Other Towns	Major City	Never Moved
No. of Responses	200	23*	60	62	41	11*
%Very Good	2.5	4.3*	1.7	3.2	2.4	0.0*
%Good	25.5	13.0*	30.0	27.4	22.0	27.3*
%Average	34.5	34.8*	33.3	35.5	39.0	18.2*
%Bad	13.0	13.0*	8.3	16.1	12.2	27.3*
%Very Bad	7.5	4.3*	5.0	4.8	17.1	9.1*
%No Opinion	17.0	30.4*	21.7	12.9	7.3	18.2*
Avg.Response Score	0.03	0.00*	0.19	0.09	-0.21	-0.22*

TABLE CL37
COLD LAKE RESPONDENTS DATA
Recreation Facilities Service Ratings by Amount of Summer Use

	Overall Response	at least once/wk.	at least once/mth.	Other users	Non-users
No. of Responses	213	80	31	32	70
%Very Good	6.1	11.3	6.5	6.3	0.0
%Good	39.9	45.0	45.2	37.5	32.9
%Average	27.2	27.5	29.0	31.3	24.3
%Bad	11.3	11.3	9.7	9.4	12.9
%Very Bad	1.4	2.5	0.0	3.1	0.0
%No Opinion	14.1	2.5	9.7	12.5	30.0
Avg.Response Score	0.44	0.53	0.54*	0.39*	0.29

TABLE GC37
GRAND CENTRE RESPONDENTS DATA
Recreation Facilities Service Ratings by Amount of Summer Use

	Overall Response	at least once/wk.	at least once/mth.	Other users	Non-users
No. of Responses	200	43	22*	31	102
%Very Good	2.5	2.3	0.0*	6.5	2.0
%Good	25.5	37.2	31.8*	35.5	16.7
%Average	34.5	39.5	50.0*	35.5	29.4
%Bad	13.0	16.3	13.6*	9.7	11.8
%Very Bad	7.5	4.7	0.0*	0.0	11.8
%No Opinion	17.0	0.0	4.5*	12.9	28.4
Avg.Response Score	0.03	0.16	0.19*	0.44*	-0.21

TABLE CL38
COLD LAKE RESPONDENTS DATA
Recreation Facilities Service Ratings by Amount of Winter Use

	Overall Response	at least once/wk.	at least once/mth.	Other users	Non-users
No. of Responses	213	79	40	31	63
%Very Good	6.1	12.7	7.5	0.0	0.0
%Good	39.9	41.8	52.5	29.0	34.9
%Average	27.2	29.1	27.5	35.5	20.6
%Bad	11.3	15.2	5.0	12.9	9.5
%Very Bad	1.4	1.3	2.5	3.2	0.0
%No Opinion	14.1	0.0	5.0	19.4	34.9
Avg.Response Score	0.44	0.49	0.61	0.12*	0.39

TABLE GC38
GRAND CENTRE RESPONDENTS DATA
Recreation Facilities Service Ratings by Amount of Winter Use

	Overall Response	at least once/wk.	Other users	Non-users
No. of Responses	200	50	35	112
%Very Good	2.5	0.0	2.9	2.7
%Good	25.5	32.0	31.4	21.4
%Average	34.5	38.0	37.1	33.0
%Bad	13.0	16.0	17.1	9.8
%Very Bad	7.5	8.0	2.9	8.0
%No Opinion	17.0	6.0	8.6	25.0
Avg.Response Score	0.03	0.00	0.16	0.01

V.J. Library (see Tables CL39-41 and GC39-41)

The overall response to the library service was virtually identical in Cold Lake and Grand Centre with both having a favourable response score of 0.93. In both towns, the newer residents and those from a major city scored ratings slightly lower than other respondents.

Nearly one-half of all respondents in both towns indicated they had used the library. Their ratings were consistently higher than non-users (except for the once per 2 month category in Grand Centre) and their percentage of 'no opinion' responses was much lower.

TABLE CL39

COLD LAKE RESPONDENTS DATA

Library Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	143	66	97	95	17*
%Very Good	11.3	12.6	9.1	10.3	12.6	11.8*
%Good	45.5	47.6	40.9	34.0	55.8	52.9*
%Average	13.6	15.4	10.6	16.5	11.6	11.8*
%Bad	1.4	0.7	3.0	2.1	1.1	0.0*
%Very Bad	0.0	0.0	0.0	0.0	0.0	0.0*
%No Opinion	28.2	23.8	36.4	37.1	18.9	23.5*
Avg.Response Score	0.93	0.94	0.88	0.84	0.99	1.00*

TABLE GC39

GRAND CENTRE RESPONDENTS DATA

Library Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	200	147	51	62	122	13*
%Very Good	9.5	8.8	11.8	8.1	10.7	7.7*
%Good	51.5	53.7	45.1	46.8	51.6	69.2*
%Average	12.5	11.6	15.7	9.7	10.7	23.1*
%Bad	0.5	0.0	2.0	1.6	0.0	0.0*
%Very Bad	0.5	0.7	0.0	0.0	0.8	0.0*
%No Opinion	25.5	25.2	25.5	16.1	17.2	15.4*
Avg.Response Score	0.93	0.94	0.89	0.73	0.86	1.00*

TABLE CL40

COLD LAKE RESPONDENTS DATA

Library Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Br.Centre or Medley	Other Towns	Major City	Never Moved
No. of Responses	213	13*	61	65	57	16*
%Very Good	11.3	7.7*	13.1	13.8	7.0	12.5*
%Good	45.5	30.8*	49.2	40.0	47.4	62.5*
%Average	13.6	7.7*	11.5	7.7	22.8	18.8*
%Bad	1.4	0.0*	1.6	1.5	1.8	0.0*
%Very Bad	0.0	0.0*	0.0	0.0	0.0	0.0*
%No Opinion	28.2	53.8*	24.6	36.9	21.1	6.3*
Avg.Response Score	0.93	1.00*	0.98	1.05	0.76	0.93*

TABLE GC40

GRAND CENTRE RESPONDENTS DATA

Library Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Cold Lake or Medley	Other Towns	Major City	Never Moved
No. of Responses	200	23*	60	62	41	11*
%Very Good	9.5	13.0*	13.3	9.7	2.4	9.1*
%Good	51.5	43.5*	50.0	56.5	48.8	54.5*
%Average	12.5	8.7*	8.3	14.5	14.6	27.3*
%Bad	0.5	0.0*	0.0	0.0	2.4	0.0*
%Very Bad	0.5	0.0*	0.0	1.6	0.0	0.0*
%No Opinion	25.5	34.8*	28.3	17.7	31.7	9.1*
Avg.Response Score	0.93	1.07*	1.07	0.88	0.75	0.80*

TABLE CL41
COLD LAKE RESPONDENTS DATA
Library Service Ratings by Amount of Use

	Overall Response	at least once/wk.	at least once/mth.	at least once/2mth.	1 to 4 times/yr.	Non-users
No. of Responses	213	29*	38	11*	33	102
%Very Good	11.3	24.1*	21.1	18.2*	9.1	3.9
%Good	45.5	72.4*	57.9	63.6*	45.5	31.4
%Average	13.6	3.4*	13.2	9.1*	24.2	13.7
%Bad	1.4	0.0*	0.0	0.0*	3.0	2.0
%Very Bad	0.0	0.0*	0.0	0.0*	0.0	0.0
%No Opinion	28.2	0.0*	7.9	9.1*	18.2	49.0
Avg.Response Score	0.93	1.21*	1.09	1.10*	0.74*	0.73

TABLE GC41
GRAND CENTRE RESPONDENTS DATA
Library Service Ratings by Amount of Use

	Overall Response	at least once/wk.	at least once/mth.	at least once/2mth.	1 to 4 times/yr.	Non-users
No. of Responses	200	27*	17*	14*	30	112
%Very Good	9.5	25.9*	17.6*	7.1*	13.3	3.6
%Good	51.5	55.6*	64.7*	64.3*	63.3	43.8
%Average	12.5	18.5*	5.9*	14.3*	13.3	11.6
%Bad	0.5	0.0*	5.9*	0.0*	0.0	0.0
%Very Bad	0.5	0.0*	0.0*	7.1*	0.0	0.0
%No Opinion	25.5	0.0*	5.9*	7.1*	10.0	41.1
Avg.Response Score	0.93	1.07*	1.00*	0.69*	1.00*	0.86

V.K. Dog Control (see Tables CL42 & 43 and GC42 & 43)

Dog Control is rated poorly particularly in Cold Lake. Only 20.6 per cent rated the service on the good side while 46 per cent rated it as 'bad' or 'very bad.' All categories of respondents expressed dissatisfaction with the service but especially homeowners and those that arrived from a rural municipality or from towns other than Grand Centre or Medley.

The rating of dog control in Grand Centre was not as bad as in Cold Lake but it was still negative with 35.5 per cent of respondents rating it as 'bad' or 'very bad.' As in Cold Lake, renters and those from Cold Lake or Medley were less critical while those from a rural municipality were more critical. But as well, those respondents from other towns were also less critical as were newer-arrivals to Grand Centre.

TABLE CL42

COLD LAKE RESPONDENTS DATA

Dog Control Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	143	66	97	95	17*
%Very Good	2.8	2.8	3.0	2.1	3.2	5.9*
%Good	17.8	14.7	24.2	16.5	20.0	11.8*
%Average	21.6	24.5	16.7	19.6	23.2	29.4*
%Bad	26.8	28.7	22.7	28.9	24.2	29.4*
%Very Bad	19.2	21.7	12.1	16.5	20.0	23.5*
%No Opinion	11.7	7.7	21.2	16.5	9.5	0.0*
Avg.Response Score	-0.47	-0.56	-0.21	-0.49	-0.42	-0.47*

TABLE GC42

GRAND CENTRE RESPONDENTS DATA

Dog Control Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	200	147	51	62	122	13*
%Very Good	3.0	1.4	5.9	1.6	3.3	0.0*
%Good	26.0	26.5	23.5	37.1	20.5	23.1*
%Average	27.5	27.9	27.5	22.6	30.3	23.1*
%Bad	21.0	23.1	15.7	14.5	23.8	30.8*
%Very Bad	14.5	15.0	13.7	8.1	17.2	23.1*
%No Opinion	8.0	6.1	13.7	16.1	4.9	0.0*
Avg.Response Score	-0.20	-0.25	-0.09	0.12	-0.33	-0.54*

TABLE CL43
COLD LAKE RESPONDENTS DATA
Dog Control Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Gr.Centre or Medley	Other Towns	Major City	Never Moved
No. of Responses	213	13*	61	65	57	16*
%Very Good	2.8	0.0*	1.6	1.5	5.3	6.3*
%Good	17.8	7.7*	27.9	10.8	19.3	12.5*
%Average	21.6	23.1*	23.0	21.5	15.8	37.5*
%Bad	26.8	23.1*	19.7	29.2	33.3	25.0*
%Very Bad	19.2	23.1*	18.0	24.6	12.3	18.8*
%No Opinion	11.7	23.1*	9.8	12.3	14.0	0.0*
Avg.Response Score	-0.47	-0.80*	-0.27	-0.74	-0.33	-0.38*

TABLE GC43
GRAND CENTRE RESPONDENTS DATA
Dog Control Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Cold Lake or Medley	Other Towns	Major City	Never Moved
No. of Responses	200	23*	60	62	41	11*
%Very Good	3.0	0.0*	3.3	1.6	4.9	0.0*
%Good	26.0	13.0*	28.3	32.3	26.8	9.1*
%Average	27.5	34.8*	26.7	29.0	26.8	9.1*
%Bad	21.0	26.1*	26.7	16.1	14.6	27.3*
%Very Bad	14.5	13.0*	6.7	12.9	24.4	36.4*
%No Opinion	8.0	13.0*	8.3	8.1	2.4	18.2*
Avg.Response Score	-0.20	-0.45*	-0.05	-0.07	-0.28	-1.11*

V.L. Storm Drainage (see Tables CL44 & 45 and GC44 & 45)

The storm drainage service received an about average rating from respondents in Cold Lake and Grand Centre with marginally positive response scores of 0.14 and 0.09.

In Cold Lake, there was little difference in the rating between owners and renters while in Grand Centre owners responded considerably more favourably than renters. Newer arrivals in Cold Lake gave a rating above the overall response while those in Grand Centre gave the reverse. Those from a major city in Cold Lake gave the highest rating of any respondent category while those in Grand Centre gave among the lowest. In both towns, residents who had been there all their life were more critical than those who had arrived from somewhere else.

TABLE CL44

COLD LAKE RESPONDENTS DATA

Storm Drainage Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	213	143	66	97	95	17*
%Very Good	2.8	3.5	1.5	2.1	4.2	0.0*
%Good	35.2	34.3	34.8	35.1	34.7	29.4*
%Average	30.0	30.8	28.8	32.0	25.3	47.1*
%Bad	10.8	13.3	6.1	8.2	13.7	11.8*
%Very Bad	8.9	9.1	9.1	4.1	13.7	11.8*
%No Opinion	12.2	9.1	19.7	18.6	8.4	0.0*
Avg.Response Score	0.14	0.11	0.17	0.28	0.02	-0.06*

TABLE GC44

GRAND CENTRE RESPONDENTS DATA

Storm Drainage Service Ratings - by Tenancy Status and Length of Residency

	Overall Response	Owners	Renters	Less Than 2 years	2 to 5 years	Over 5 years
No. of Responses	200	147	51	62	122	13*
%Very Good	0.0	0.0	0.0	0.0	0.0	0.0*
%Good	42.5	47.6	25.5	35.5	43.4	61.5*
%Average	27.5	25.9	33.3	24.2	29.5	23.1*
%Bad	12.0	11.6	13.7	19.4	9.0	7.7*
%Very Bad	11.0	10.2	13.7	11.3	11.5	7.7*
%No Opinion	7.0	4.8	13.7	9.7	6.6	0.0*
Avg.Response Score	0.09	0.16	-0.18	-0.07	0.12	0.38*

TABLE CL45

COLD LAKE RESPONDENTS DATA

Storm Drainage Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Gr.Centre or Medley	Other Towns	Major City	Never Moved
No. of Responses	213	13*	61	65	57	16*
%Very Good	2.8	0.0*	1.6	4.6	3.5	0.0*
%Good	35.2	38.5*	41.0	24.6	40.4	37.5*
%Average	30.0	15.4*	31.1	33.8	29.8	25.0*
%Bad	10.8	15.4*	8.2	12.3	8.8	18.8*
%Very Bad	8.9	7.7*	9.8	10.8	3.5	12.5*
%No Opinion	12.2	23.1*	8.2	13.8	14.0	6.3*
Avg.Response Score	0.14	0.10*	0.18	0.00	0.37	-0.07*

TABLE GC45

GRAND CENTRE RESPONDENTS DATA

Storm Drainage Service Ratings - by Previous Place of Residency

	Overall Response	Rural Municip.	Cold Lake or Medley	Other Towns	Major City	Never Moved
No. of Responses	200	23*	60	62	41	11*
%Very Good	0.0	0.0*	0.0	0.0	0.0	0.0*
%Good	42.5	52.2*	46.7	40.3	41.5	9.1*
%Average	27.5	26.1*	30.0	27.4	22.0	36.4*
%Bad	12.0	4.3*	5.0	12.9	19.5	36.4*
%Very Bad	11.0	8.7*	13.3	8.1	12.2	18.2*
%No Opinion	7.0	8.7*	5.0	11.3	4.9	0.0*
Avg.Response Score	0.09	0.33*	0.16	0.13	-0.03	-0.64*

V.M. Service Satisfaction Summary
(see Tables CL46 & 47 and GC46 & 47)

The final two sets of tables present the average response scores for all 12 services separately and for all services combined. The scores for the various respondent categories are shown as well. The tabulated response scores highlight considerable similarity between the two towns in service satisfaction, but also indicate specific services where there is some difference.

In terms of the separate services, the general conclusions noted earlier in this section are readily evident. The positive ratings for fire and police protection, ambulance, garbage collection, social services, parks and playgrounds and libraries can be noted. Also, that with the exception of police protection and garbage collection, those positive ratings are higher in Cold Lake than Grand Centre.

Negative ratings are noted in both towns for road maintenance, snow removal and dog control with the first two rated particularly poorly in Grand Centre while dog control is rated worse in Cold Lake than Grand Centre. A noticeable difference between the towns in satisfaction with recreation facilities is evident.

The response scores have been totalled and averaged for all services combined. In both towns a rather healthy positive rating is derived with the 0.59 score for Cold Lake suggesting somewhat greater service satisfaction in that town compared to the 0.47 score for Grand Centre.

In terms of the respondent categories, there is not a great deal of range in the combined services score particularly in Cold Lake. In that town, renters and former residents of Grand Centre or Medley appear the most satisfied while former residents of a rural municipality score the lowest (but their numbers form a small sample from which to draw conclusions). The range in scores is from 0.71 for renters to 0.39 for former rural residents.

In Grand Centre, the range is greater with former residents of Cold Lake or Medley coming in at 0.61 while those respondents who have always lived in Grand Centre scoring a rather dismal -0.18 (but the sample size is small). That negative rating contrasts sharply with the 0.58 derived from respondents who have resided in Grand Centre less than two years.

TABLE CL46
COLD LAKE RESPONDENTS DATA
Summary of Average Response Scores for all Services - part 1

	Fire Protec.	Police Protec.	Ambul.	Road Maint.	Snow Removal	Garbage Collec.
Overall Response	1.12	0.73	0.94	-0.65	-0.41	1.17
Owners	1.16	0.74	0.98	-0.71	-0.49	1.22
Renters	1.07	0.71	0.84	-0.58	-0.27	1.05
Resident < 2 yrs.	1.08	0.78	0.78	-0.65	-0.43	1.24
Resident 2 to 5 yrs.	1.12	0.73	1.06	-0.65	-0.35	1.14
Resident > 5 yrs.*	1.41	0.53	1.00	-0.88	-0.76	0.94
From Rural Mun.*	0.92	0.77	1.00	-0.31	-0.08	1.20
From Gr.Cent. or Medley	1.16	0.81	0.98	-0.84	-0.45	1.15
From Other Town	0.98	0.62	0.98	-0.55	-0.31	1.19
From Major City	1.05	0.31	0.80	-0.56	-0.47	1.24
Never Moved*	1.40	0.53	1.07	-0.81	-0.63	0.94

TABLE GC46
GRAND CENTRE RESPONDENTS DATA
Summary of Average Response Scores for all Services - part 1

	Fire Protec.	Police Protec.	Ambul.	Road Maint.	Snow Removal	Garbage Collec.
Overall Response	1.01	1.04	0.87	-0.92	-0.64	1.29
Owners	1.04	1.06	0.85	-0.72	-0.66	1.35
Renters	0.91	0.98	0.90	-1.16	-0.62	0.98
Resident < 2 yrs.	0.96	1.03	0.85	-0.90	-0.66	1.13
Resident 2 to 5 yrs.	1.01	1.04	0.87	-0.82	-0.66	1.37
Resident > 5 yrs.*	1.23	1.08	0.85	-0.77	-0.62	1.15
From Rural Mun.*	1.00	1.04	0.79	-0.50	-0.22	1.35
From Cold L. or Medley	0.90	0.91	0.77	-0.78	-0.73	1.45
From Other Town	1.13	1.18	1.00	-0.79	-0.44	1.30
From Major City	0.95	1.05	0.82	-1.00	-0.90	1.05
Never Moved*	1.09	1.00	0.90	-1.36	-1.45	1.09

TABLE CL47
COLD LAKE RESPONDENTS DATA
Summary of Average Response Scores for all Services - part 2

	Social Services	Parks & Playgrds.	Recreat. Facilit.	Library	Dog Control	Storm Drainage	All Serv. Combined
Overall Response	0.93	0.78	0.44	0.93	-0.47	0.14	0.59
Owners	0.90	0.73	0.42	0.94	-0.56	0.11	0.54
Renters	1.02	0.91	0.49	0.88	-0.21	0.17	0.71
Resident < 2 yrs.	0.89	0.78	0.43	0.84	-0.49	0.28	0.59
Resident 2 to 5 yrs.	1.01	0.81	0.48	0.99	-0.42	0.02	0.62
Resident > 5 yrs.*	0.75	0.65	0.25	1.00	-0.47	-0.06	0.45
From Rural Mun.*	0.71	0.30	0.45	1.00	-0.80	0.10	0.39
From Gr.Cent. or Medley	1.00	0.80	0.44	0.98	-0.27	0.18	0.69
From Other Town	1.07	0.79	0.44	1.05	-0.74	0.00	0.54
From Major City	0.86	0.79	0.39	0.76	-0.33	0.37	0.62
Never Moved*	0.73	0.81	0.60	0.93	-0.38	-0.07	0.57

TABLE GC47
GRAND CENTRE RESPONDENTS DATA
Summary of Average Response Scores for all Services - part 2

	Social Services	Parks & Playgrds.	Recreat. Facilit.	Library	Dog Control	Storm Drainage	All Serv. Combined
Overall Response	0.78	0.53	0.03	0.93	-0.20	0.09	0.47
Owners	0.79	0.50	0.05	0.94	-0.25	0.16	0.48
Renters	0.76	0.57	-0.04	0.89	-0.09	-0.18	0.41
Resident < 2 yrs.	0.91	0.65	0.34	0.73	0.12	-0.07	0.58
Resident 2 to 5 yrs.	0.74	0.50	-0.08	0.86	-0.33	0.12	0.39
Resident > 5 yrs.*	0.64	0.30	-0.31	1.00	-0.54	0.38	0.33
From Rural Mun.*	0.93	0.67	0.00	1.07	-0.45	0.33	0.54
From Cold L. or Medley	0.74	0.63	0.19	1.07	-0.05	0.16	0.51
From Other Town	0.93	0.59	0.09	0.88	-0.07	0.13	0.55
From Major City	0.62	0.26	-0.21	0.75	-0.29	-0.03	0.24
Never Moved*	0.17	0.29	-0.22	0.80	-1.11	-0.64	-0.18

COLD LAKE-GRAND CENTRE RESIDENTS' OPINION SURVEY

APPENDICES

APPENDIX 1 - COPY OF SURVEY QUESTIONNAIRE

The following two pages are a copy of the questionnaire used in the opinion survey. Information on the respondent's age, sex, length of residency, tenancy status and the type of dwelling occupied was obtained from the municipal census data collected at the same time as the questionnaire was administered.

The questionnaire was prepared by the Policy and Research Section of Alberta Municipal Affairs and was administered by census enumerators employed by Cold Lake and Grand Centre.

COLD LAKE-GRAND CENTRE
INTERMUNICIPAL COOPERATION STUDY
SERVICE SATISFACTION OPINION SURVEY

The Towns of Cold Lake and Grand Centre have asked the provincial Department of Municipal Affairs to conduct a study of the cooperation that does and could exist between the two towns in the provision of local services. A part of the study involves determining how residents feel about the municipal services they now receive.

Those conducting the study would like to ask you some questions about your opinion of the local services you receive. Your responses will be treated as confidential, but your answers, along with those of other residents, will be of great assistance in the study.

Would you be willing to take a few minutes to express your opinions and provide information for the survey?

A. SERVICE RATINGS: The following local services are provided for by your town. For each service, please indicate whether, given the property taxes you pay, you think the service provided is

1. VERY GOOD
2. GOOD
3. AVERAGE
4. BAD
5. VERY BAD
6. NO OPINION

a. fire protection
b. police protection
c. ambulance
d. road maintenance
e. snow clearance
f. garbage collection
g. local social services/1
h. parks and playgrounds
i. recreation facilities/2
j. library
k. dog control
l. storm drainage

/1 home care, F.C.S.S., toy library etc.
/2 arenas, rec. centres, courts, halls etc.

B. USE INDICATORS: Could you please indicate roughly how often you, or members of your family, use the following local services

1. AT LEAST ONCE A WEEK
2. AT LEAST ONCE A MONTH
3. AT LEAST ONCE EVERY TWO MONTHS
4. NO MORE THAN ONE TO FOUR TIMES A YEAR
5. NEVER

a. Local parks and playgrounds during the summer
b. Library
c. Local social services (day care, family and community services)
d. Recreation facilities
   i) during the summer
   ii) during the winter

C. BACKGROUND: During the past 12 months have you or a member of your family ever had need for an emergency response from any of the following: simply answer yes or no.

a) Fire department
b) R.C.M.P.
c) Ambulance service

During the past 12 months have you ever had occasion to contact, by phone or in person, any of the following in regard to a local service matter. Simply answer yes or no.

a) the municipal office
b) the mayor
c) one or more town councillors

During the past 12 months have you ever attended a meeting of the town council? Simply answer yes or no.

If yes, approximately how many times?

D. AGREE/DISAGREE: Please give your opinion on the following statements. In particular can you indicate if you:

1. STRONGLY AGREE
2. AGREE
3. NEITHER AGREE NOR DISAGREE
4. DISAGREE
5. STRONGLY DISAGREE
6. HAVE NO OPINION

a) The general administration of local services in this town is satisfactory.
b) The town council handles local affairs in a satisfactory manner.
c) Overall, I am satisfied with the local services available to me.
d) In general I am willing to pay more taxes in order to receive more or better services from the town.
e) The towns of Cold Lake and Grand Centre should cooperate closely in the provision of local services.
f) The possible amalgamation of Cold Lake and Grand Centre would be a good idea.

E. PREVIOUS PLACE OF RESIDENCE: Where did you last live before moving to the town?

1. M.D. 87 OR I.D. 18
2. ANOTHER RURAL AREA
3. COLD LAKE (IF NOW RESIDENT IN GRAND CENTRE) OR GRAND CENTRE (IF NOW RESIDENT IN COLD LAKE)
4. MEDLEY
5. ANOTHER SMALL TOWN
6. ANOTHER LARGER TOWN
7. IN A MAJOR CITY
8. NOT APPLICABLE EG. BORN HERE

F. GENERAL COMMENTS: Have you any particular concerns or comments that you would like to be brought to the town council's attention? (These would be communicated anonymously, unless you specifically wish to be identified.)

THANK YOU FOR YOUR COOPERATION

APPENDIX 2 - GENERAL COMMENTS

The last question of the questionnaire asked respondents if they had any particular concerns or comments about the towns' operations and services.

The following summarizes the responses and the numbers with similar comments.

COLD LAKE (96 respondents out of 213 provided comments; many of the 96 had more than one comment)

- taxes are too high (7)
- town administrator (also mayor and councillors) should be taxpayers in Cold Lake (6)
- better road maintenance required (18)
- roads need paving and/or upgrading (9)

- complaints about public works department (8)
- utility rates too high (9)
- better snow removal on streets and sidewalks (10)
- better dog control needed (14)

- garbage pick-up inadequate (4)
- inadequate street lighting/traffic controls (2)
- lack of retail facilities in town (9)
- grubby-looking entrance to Cold Lake (2)

- keep Cold Lake residential and let Grand Centre have commercial (zoning concerns) (2)
- general clean-up needed, especially empty lots, ditches and beach areas (6)
- need more recreational and/or activity facilities (12)
- penalty on late taxes unfair (1)

- inadequate street lighting (3)
- better police patrols, esp. to control reckless drivers and parking (3)
- complaint about hospital administration (1)
- poor water and storm drainage (3)

- need more doctors and a dentist in town (1)
- need more low-rent housing (1)
- need more involvement in local elections (1)
- complaint about recreation board (1)

. more funds needed for separate school system (2)
. need bus service to Grand Centre (1)
. good town to live in (4)

GRAND CENTRE (112 respondents out of 200 provided comments; many of the 112 had more than one comment)

. swimming pool needed (37)
. garbage collection inadequate (2)
. better road maintenance and dust control, snow clearing, paving needed (31)
. general clean-up, esp. vacant lots and empty buildings (6)

. taxes too high (3)
. complaints about ambulance service (5)
. dog control inadequate (4)
. general town administration needs improvement (7)

. sewage lagoon issue should be settled (4)
. bowling alley wanted (11)
. need a theatre, better entertainment (9)
. general shortage or inadequacy of recreation facilities, esp. for youngsters (23)

. need cat control (1)
. better police patrol, esp. for speeders and bike control (6)
. compliment to RCMP (1)
. recreation facilities more than adequate (1)

. too much money spent on social services (3)
. lack of sidewalks (2)
. library needs improvement (2)
. Grand Centre is going to self-destruct (1)

. construct facilities between the two towns (1)
. senior citizen lodge required (2)
. clothing stores needed (1)
. sewer and water complaints (3)

. trailer park needs better upkeep (1)
. more street lighting needed (1)
. bars close on Sundays, beer store closed on Monday (1)
. all town councillors should resign (1)

. need cable TV (1)
. complaint about questionnaire (1)
. inadequate mental health services and counselling services (1)

POOR
QUALITY
ORIGINAL